bksbLIVE

User Guide (Rev.2.3)

Section C – User Account Management

Endorsed by
City & Guilds

bksbLIVE user Guide

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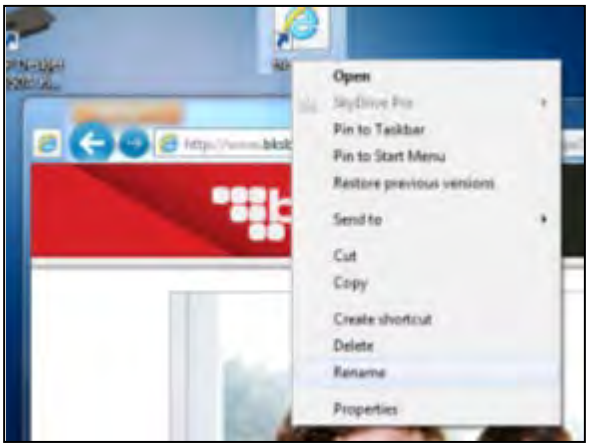
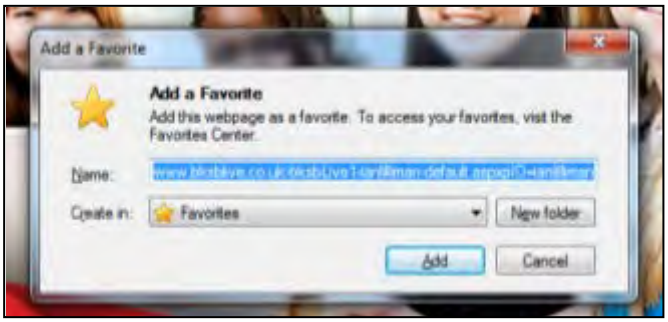
Creating a desktop shortcut/add bksbLIVE to your favourites

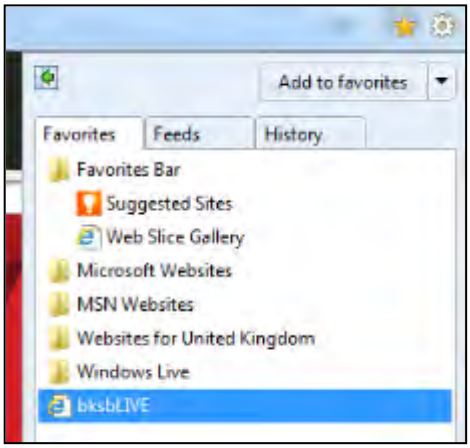
To make it easy for you to access the bksbLIVE assessment platform, it is advised you create a desktop shortcut or browser favourite/bookmark.

To create a desktop shortcut (using Internet Explorer) – type the web address provided into the address bar of your web browser and press return on the keyboard to load the bksbLIVE log-in page. Next, click on the icon to the left of the 'http' in the address bar with your mouse and drag it onto your desktop. Finally, right-click on the newly-created desktop icon, select 'Rename' from the drop-down menu and rename the shortcut to something like 'bksbLIVE '



To add the log-in page to your web browser favourites – If using Internet Explorer as your preferred web browser, press Ctrl+D on your keyboard to launch the '**Add a Favourite**' dialog box. Then simply amend the '**Name**' field to suit your needs (such as 'bksbLIVE') and click the '**Add**' button.





The web address will now be saved to your favourites and is accessible via the relevant option in your browser.

Note that the Apple Safari and Mozilla Firefox web browsers also support the Ctrl+D keyboard shortcut. Other web browsers may have alternative methods to saving a website to your favourites. Refer to the manual or on-line help for your particular web browser.

Understanding user Permissions

When a user account is created, the user can be configured as an Administrator or Tutor or Student, or can be a combination of these such as Admin/Student, or Tutor/Student or the user can be all three**. By default, all users of bksbLIVE have student access.** ***Note that throughout this manual, the terms user, learner or student are interchangeable as any user of the bksbLIVE system is automatically granted student/learner access.***

Logging-in to bksbLIVE as a Tutor (for the first time)

Step 1 - To log-in to bksbLIVE

First open a web browser and in the address bar, type the web address supplied to you.

Ensure that you use the correct web address assigned to you. Using a search engine to access a bksbLIVE log-in page will be fruitless as your user account details will only apply to your specific account.

Step 2 - Log-in to your account

On the log-in page, you will see two fields; in the left field, type your username, reference or student ID supplied to you. ***Note that this field is NOT case sensitive, therefore you can use upper or lower case characters.*** In the password field, type the password supplied to you. **Please note that the password IS case sensitive.**

Step 3 - Confirm your account

A dialog box will appear asking you to confirm this is your account. If the details are correct, select the '**CONFIRM'** button. If the account is not yours, then select the link '**This is not my account**' and check your log-in details are correct.

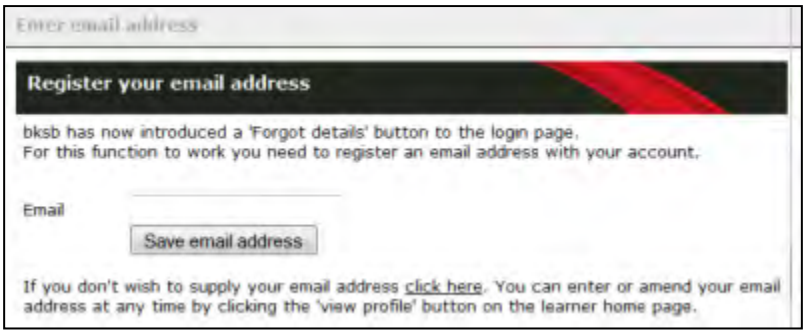
Step 4 – Change your password

If the tick box '**User must change password on first login'** was ticked when the account was originally created then, after confirming your account, another dialog box *may* appear asking you to change your password. The 'old' password was the one just used to log-in using Step 2 above. After completing all fields, click the '**Change Password'** button.

Step 5 - Register your e-mail address

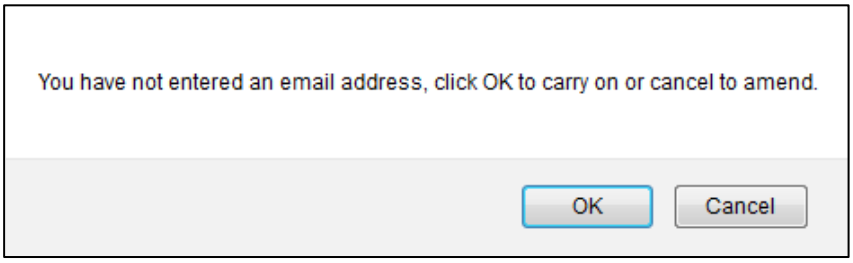
bksbLIVE incorporates a password and username recovery system should you forget your log-in details. It is highly recommended you enter an e-mail address as this will enable you to recover your log-in details without having to contact bksb support (or administrator if another administrator has been created for your account).

If, when your account was created, an e-mail address was **NOT** entered into the password field, you will be given the option to add an e-mail address at this stage. To register an e-mail address, type an e-mail address into the email field and click the '**Save email address'** button.


Enter email address
Register your email address
bksb has now introduced a 'Forgot details' button to the login page.
For this function to work you need to register an email address with your account.
Email
Save email address
If you don't wish to supply your email address click here. You can enter or amend your email address at any time by clicking the 'view profile' button on the learner home page.

If you do not wish to provide an e-mail address, select the hyperlink '**click here'** to skip this section.

If you choose not to enter an e-mail address, a final dialog box will appear warning you that you have chosen not to enter an e-mail address. To continue, select the '**OK**' button or select the '**Cancel**' button if you would prefer to go back and enter an e-mail address.

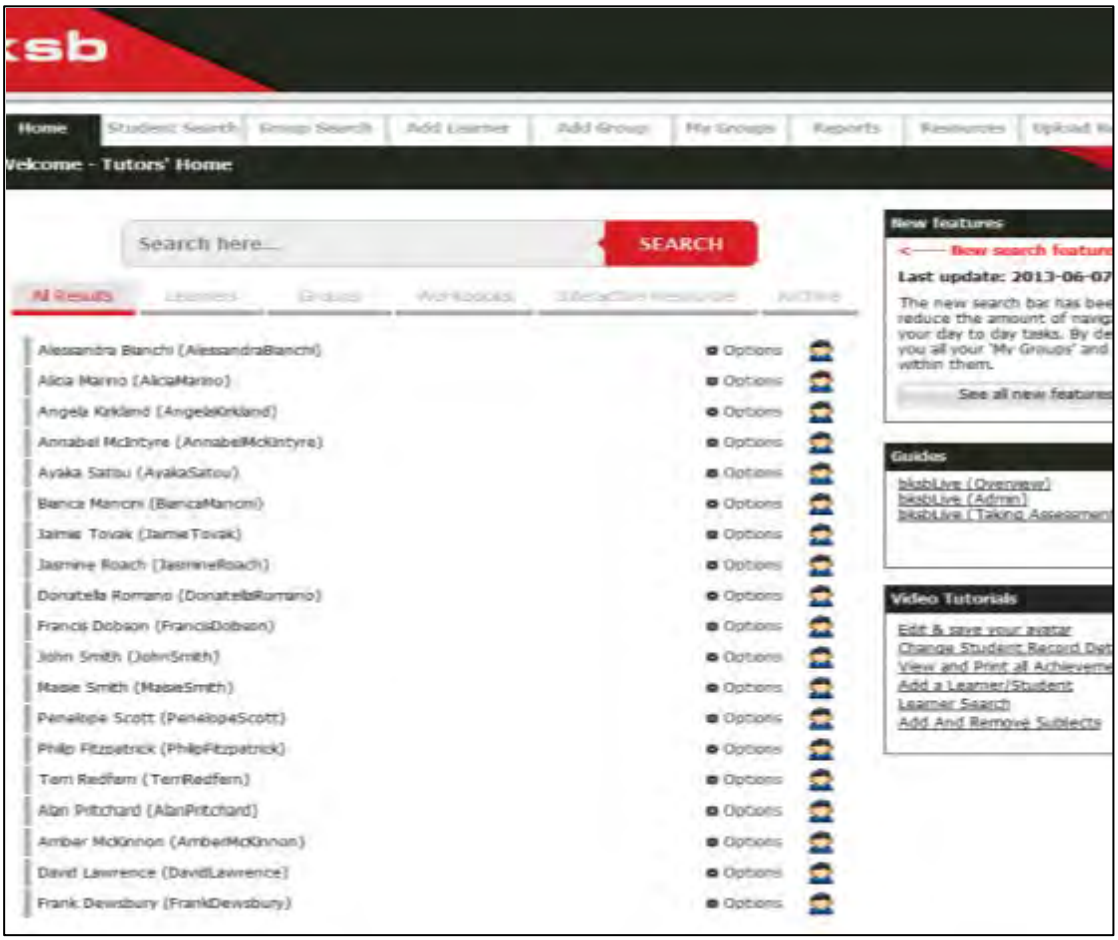


A user can enter or amend their e-mail address at any time by clicking the 'View Profile' button on their student home page.

Overview of Tutor home page

Upon logging-in, you will be presented with your '**Student'** home page. Note that in order to access the tutor home page, you will need to access the relevant mode. To do this, simply hover your mouse over your name in the upper-right corner of the screen and a drop-down menu will appear. If the menu contains other options (such as '**Admin**' or '**Tutor**'), then these options are accessible to you. If they are not displayed, then you do not have the relevant permissions.

In this instance, click on the word '**Tutor**' in the menu and the page will refresh to show the Tutor home page.



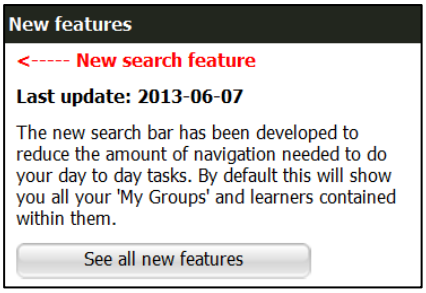
On the right-hand side of the tutor home page is an information section comprising of 3 panels; New Features, Guides and Video Tutorials.

The remaining space is dominated by the unified search system from which a tutor can carry out many of their day to day activities such as learner account creation, running reports and reviewing student progress and performance.

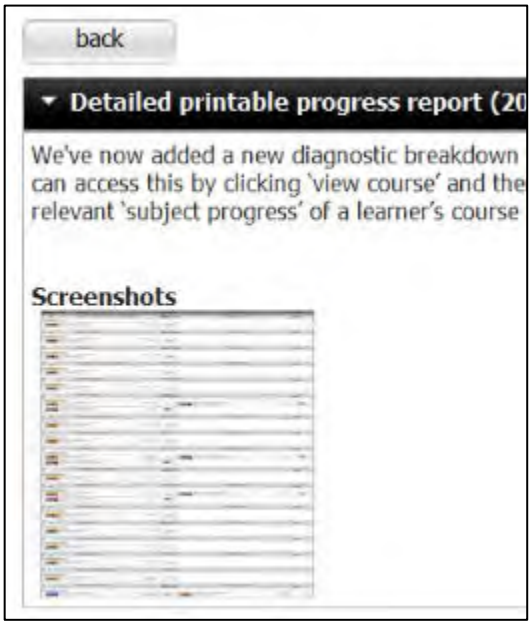
Note that throughout this manual, the terms 'student', 'learner' or 'user' are interchangeable as all users of the system automatically have student level of access.

New Features

On the upper-right of the tutor home page is a panel called 'New features'. Whenever a major update is deployed within bksbLIVE, details of the update will be posted in this section. For example, in the screenshot below, you can see that an update was deployed on the 7th June 2013 and a simple description of the update has been entered.

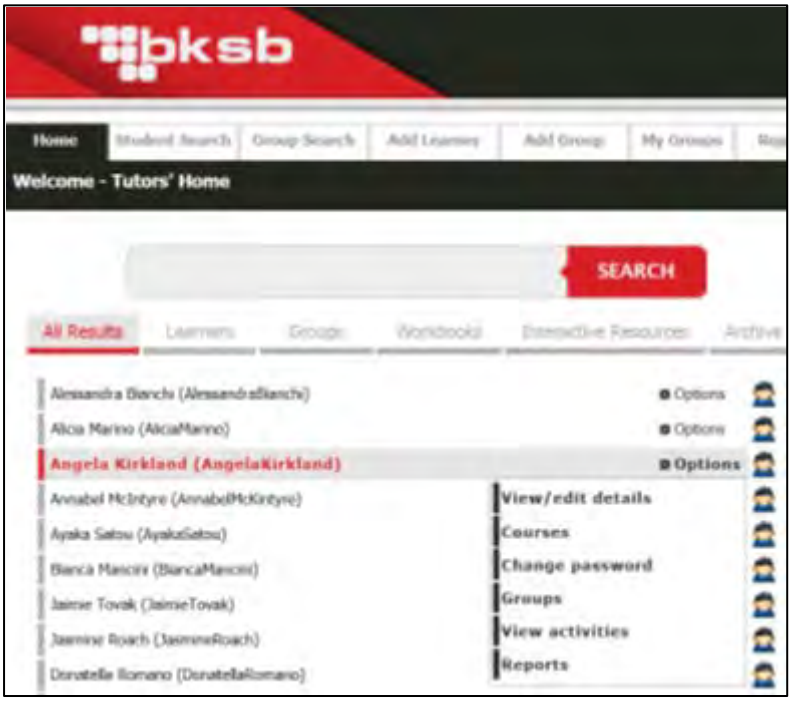

New features
<----- New search feature
Last update: 2013-06-07
The new search bar has been developed to reduce the amount of navigation needed to do your day to day tasks. By default this will show you all your 'My Groups' and learners contained within them.
See all new features

To find out more about updates, select the '**See all new features**' button. This will open a new window displaying recent updates, together with clickable screenshots which will enlarge when selected. To return to the main tutor home page, select the '**back**' button.


back
Detailed printable progress report (20
We've now added a new diagnostic breakdown
can access this by clicking 'view course' and the
relevant 'subject progress' of a learner's course
Screenshots

Unified Search

The remainder of the tutor home page is dominated by the unified search panel. It is from this panel you can gain quick access to many of the day to day tasks you will need to carry out with your learners such as learner account creation, running reports and reviewing student progress and performance.



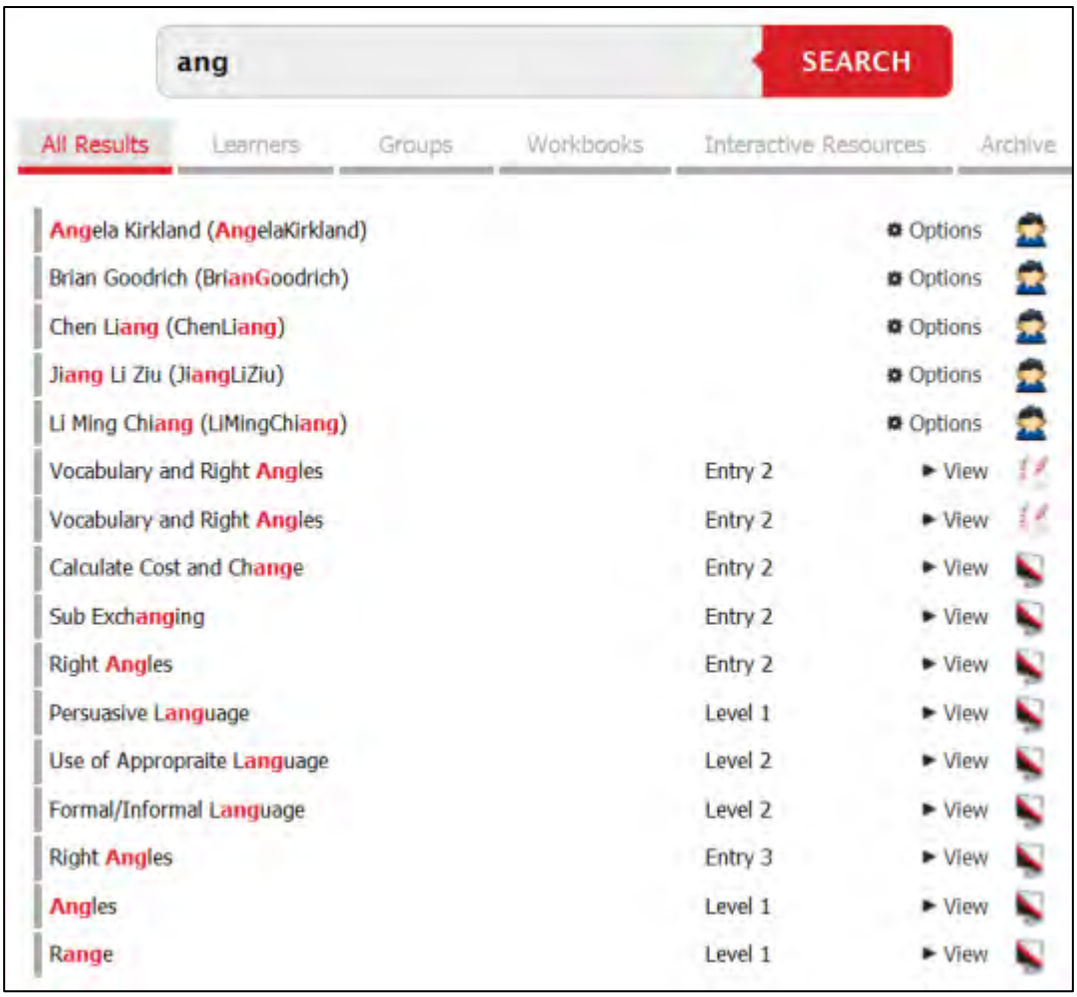
After the tutor home page loads, the unified search window will refresh and display all of the users currently assigned to any group in your '**My Groups**'. This provides a very quick way to access any learner that is under your responsibility and hence it is important that you create groups and add them to your 'My Groups' so that you can quickly and easily monitor their progress.

Selecting the '**Learners**' tab or the '**Groups**' tab will automatically refine the information displayed to just that of current learners or current groups. The remaining tabs should display no results.

Using the 'Unified Search' search field

The unified search field permits a number of searches. When a full or part text entry is inserted into the search field, select the red '**Search**' button to activate the search. The system will scan all learners, groups, workbooks, interactive resources and the archive and return the matching results.

In the example below, I have searched for a learner called Angela Kirkland, however I have only used the first three characters of her first name.

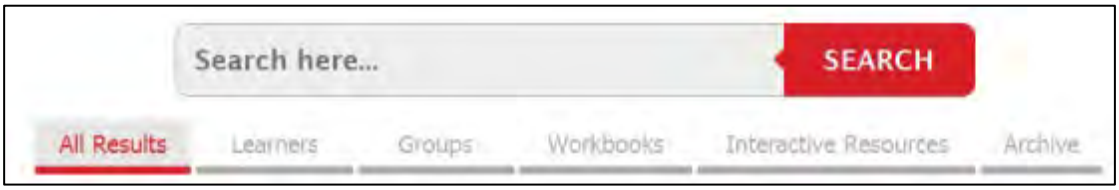


You will note that this has identified not only any current learners whose name contains the three characters 'ang' in that order, but it has also identified a number of other results from other categories, for example paper-based and interactive resources for '**Lang**uage' and '**Ang**les'. Icons on the right of the search results provide a quick visual indication of the type of result displayed.

- A current learner is shown as
- A current group is shown as
- A paper learning resources is shown as
- An interactive learning resource is shown as
- An archived learner is shown as

Refining the 'Unified Search' results

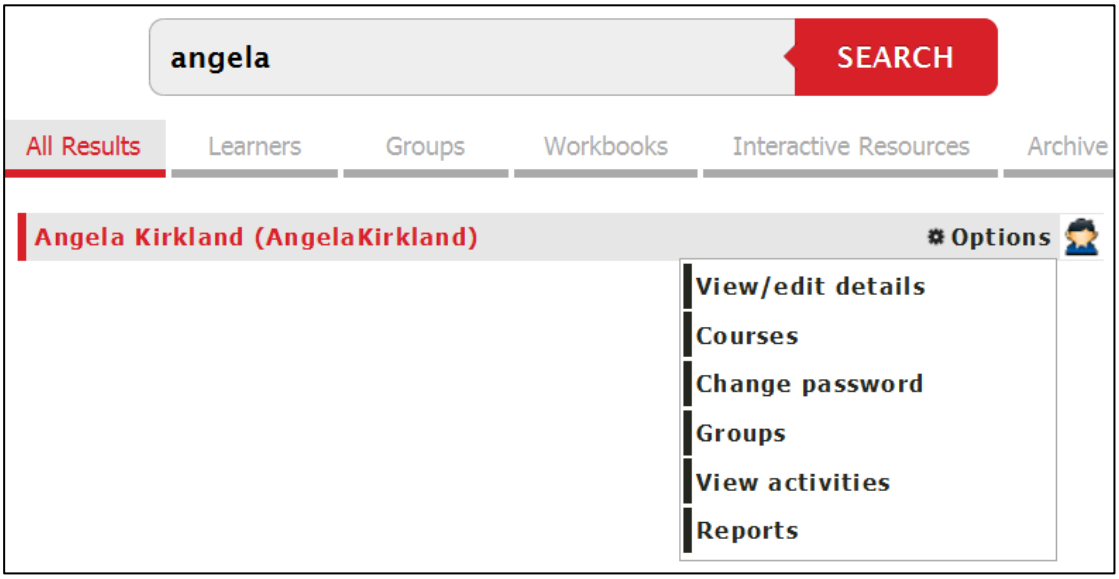
Using the tabs below the search field, you can refine the search results.



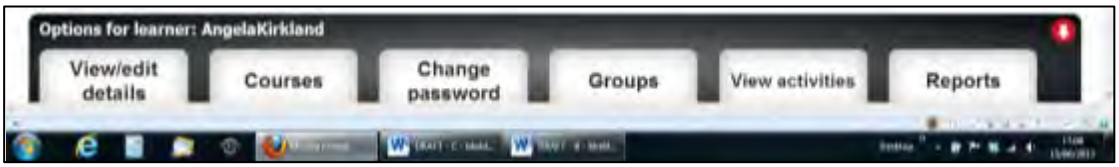
- **Learners** – will only show current learners.
- **Groups** – will only show current groups.
- **Workbooks** – will only show paper-based resources.
- **Interactive Resources** – will only show interactive resources.
- **Archive** – will only show learners that have been placed in the archive by an administrator.

Unified Search – Learner Options

Once you have searched for and found a particular learner, selecting the name of the learner will activate a pop-up such as the one show below.



Note: If you are using a PC which does not have Flash Player installed, or a tablet device such as an iPad, you will see a menu at the bottom of your screen as per the one shown below.



- **View/Edit details** – This option will enable you to edit the username, first name, last name, and amend the date of birth fields**.** See page 17 for further guidance

.

- **Courses** – This option jumps straight to the courses assigned to the learner. From here, you can select a 'view subject progress' hyperlink and gain access to:
  - learner progress information;
  - any paper-based resources assigned to the learner;
  - mark work off as completed (if you do not license the Skill Checks software);
  - reprint a results page;
  - review the answers given by a learner for any assessment completed.

  For further details, see page 32..

- **Change password** – This option takes you straight to the 'Change Password' dialog box. For further guidance on changing passwords, see page 19.

- **Groups** – This option will display a window which, on the left shows all groups the learner belongs to; on the right all groups that belong to your '**My Groups**'.

  For further guidance on groups, see page 33.

- **View activities** – This option launches the '**All Activities**' menu, displaying all completed assessments and any interactive or paper-based learning resources the learner has accessed. Selecting any displayed activity enables a tutor to reprint a learner's results page or review the answers given by a learner for any assessment completed. For further guidance on activities, see page 14.

- **Reports** – This option provides quick access to the English and maths reports for an individual learner. For further guidance on Reports, refer to the specific guide: **E - bksblive user guide 2012 (Reporting).**

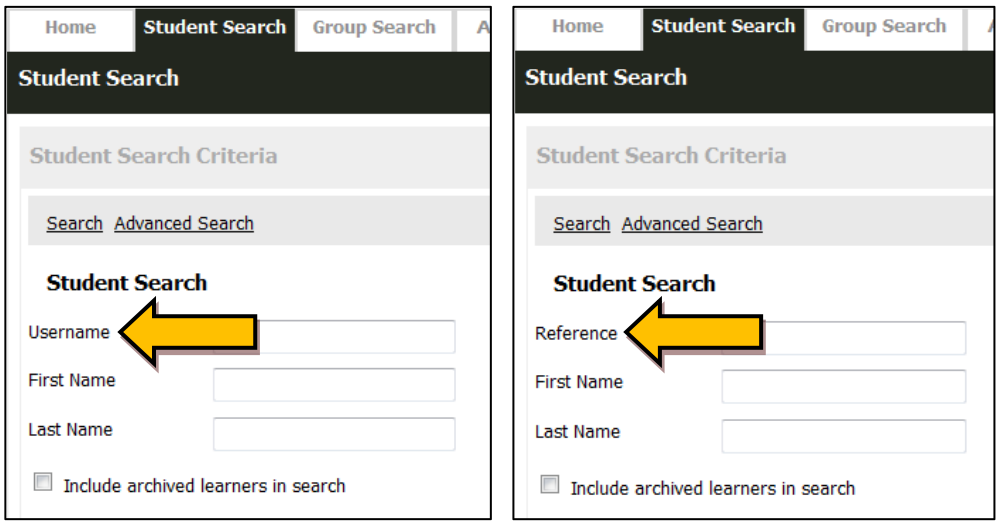
Student Search Tab

From the '**Student Search**' tab, a tutor can carry out the following activities

1. **Quickly review a learner's activities.**
2. **Edit a learner's details/change password.**
3. **Edit the Additional Details field(s) for that learner/Edit password**
4. **Quickly identify which groups the learner belongs to**
5. **Modify the default course defined for a learner.**
6. **Manually set the diagnostic level for an English or Maths course (if the learner has not taken an Initial Assessment previously).**
7. **Reprint an assessment result.**
8. **Review a learner's course progress.**
9. **Accessing the paper versions of the resources assigned to a learner (if licensed). Also includes access the answers to the worksheets.**
10. **Manually mark-off a topic as completed (if no Skill Checks are assigned to a learner's course).**
11. **Course progress in-depth report.**

1. **Quickly review a learner's activities.**

As the name suggests, from the '**Student Search**' tab, you are able to search for a student within bksbLIVE. However, it should be noted that all users added to bksbLIVE have, by default, student access, meaning that you can also use this area to search for other tutors and administrators.

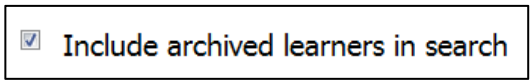


Selecting the '**Student Search**' tab will reveal a number of search fields. In the two screenshots above, you will notice that, although they appear identical, they do in fact have different labels for the first search field. In the one on the left, the field name is 'Username' whereas the one on the right has the name 'Reference'.

By default, a new bksbLIVE account has the default field name as 'Username'. This field name is editable by the administrator and hence can be modified to suit your particular needs Reference', 'Student ID', etc.

To start a search, you can search for the **Username**, **First Name** or **Last Name**. You will note that as you type, the system continuously searches the database, based on the characters entered. In the example above, I searched for a student called Angela Kirkland. After only entering the characters 'Kirk' in the 'Last Name' field, this has quickly revealed just two matches in the search results - 'Angela Kirkland' and 'Jake Kirklees'.

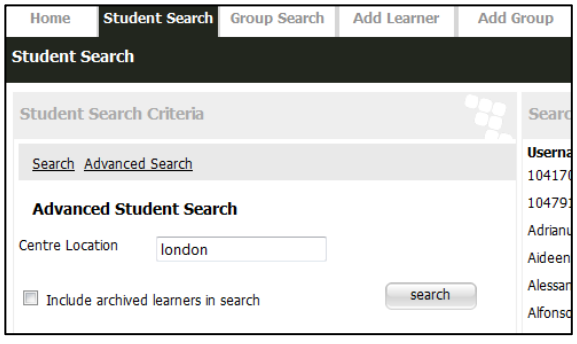
If the results reveal no matches, yet you are confident the learner exists on the system, select the check box to include archived learners in the search, in case they have been deliberately or inadvertently moved to the archive by an administrator.



If you are still unable to locate the student, contact your administrator as they may have been added to a private group to which you do not have access.

Advanced Search

If an administrator has added additional data to your bksbLIVE account, you can also search for this data. Select the hyperlink called '**Advanced Search**' This will reveal any additional fields added by your administrator.



In the example above, the administrator has added an additional field named 'Centre Location' as a way of identifying which training centre a particular learner attended. This particular field has been created to appear when a user account is created and therefore it is up to persons setting up user accounts to ensure they enter the correct data into this field (i.e. in this particular example,' London', 'Milton Keynes, 'Liverpool', 'Newcastle', etc.). Searching in this field requires the **exact phrase** to be entered in order for the search to show the correct search results. For example, if you are searching for users who attended

the Milton Keynes centre, you must search for 'Milton Keynes'. Searching for 'Milton' will not show any results.

Having completed the search, hover the mouse cursor over the search result you are interested in. You will note the search result turns red, indicating that it has been highlighted.

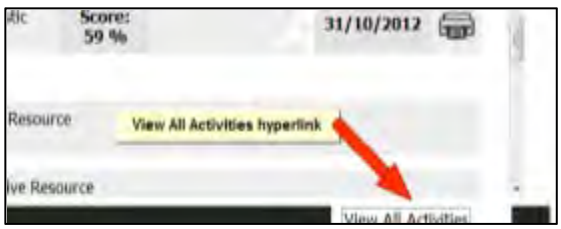
Select the highlighted search result and the student details page for that particular user will be revealed.

Now that you have reached the details page, you will note that the screen is dominated by the '**Activities**' panel. This panel displays all assessments completed by a learner, all interactive resources selected by the learner plus any paper-based assessments assigned to the learner by a tutor.

Only select a paper-based resource if you wish to download and print off the resource to give to a learner. Selecting a resource will immediately show the resource as having been assigned in the 'Activities' panel.

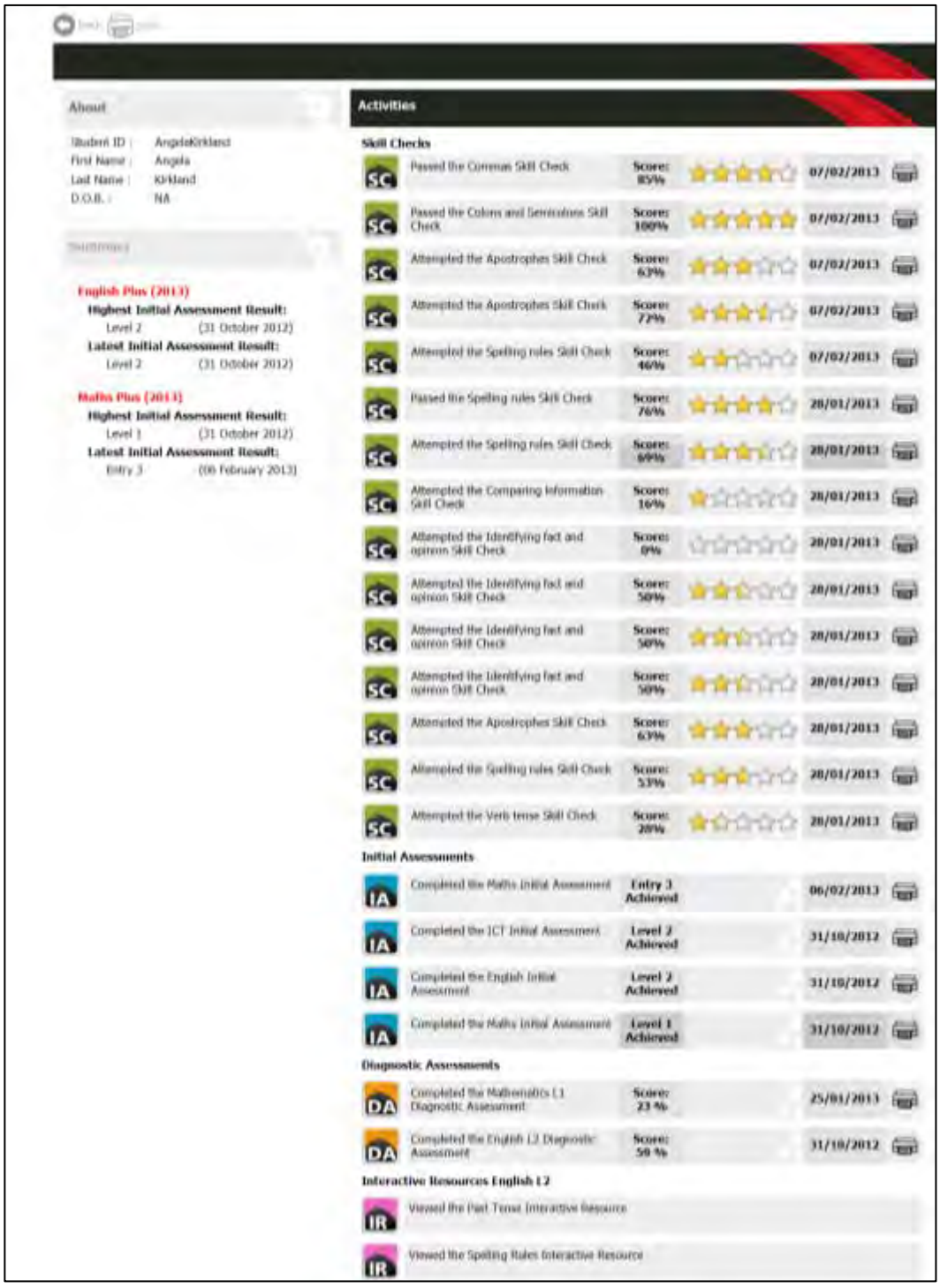
If the learner has many activities displayed, a scroll bar will appear to offer access to other activity information.

If you wish to display all the activities in a **single** window, select the '**View All Activities'** hyperlink at the lower-right of the window.



The Activities Panel (single window view)

Having selected the hyperlink '**View All Activities**', the panel will expand to show all the achievements attained by the learner.


About
Student ID : AngelaKirkland
First Name : Angela
Last Name : Kirkland
D.O.B. : NA
English Plus (2013)
Highest Initial Assessment Result:
Level 2 (31 October 2012)
Latest Initial Assessment Result:
Level 2 (31 October 2012)
Maths Plus (2013)
Highest Initial Assessment Result:
Level 1 (31 October 2012)
Latest Initial Assessment Result:
Entry 3 (06 February 2013)
Activities
Skill Checks
Passed the Commas Skill Check Score: 85% 07/02/2013
Passed the Colons and Semicolons Skill Check Score: 100% 07/02/2013
Attempted the Apostrophes Skill Check Score: 63% 07/02/2013
Attempted the Apostrophes Skill Check Score: 72% 07/02/2013
Attempted the Spelling rules Skill Check Score: 46% 07/02/2013
Passed the Spelling rules Skill Check Score: 76% 28/01/2013
Attempted the Spelling rules Skill Check Score: 69% 28/01/2013
Attempted the Comparing Information Skill Check Score: 16% 28/01/2013
Attempted the Identifying fact and opinion Skill Check Score: 0% 28/01/2013
Attempted the Identifying fact and opinion Skill Check Score: 50% 28/01/2013
Attempted the Identifying fact and opinion Skill Check Score: 50% 28/01/2013
Attempted the Identifying fact and opinion Skill Check Score: 50% 28/01/2013
Attempted the Apostrophes Skill Check Score: 63% 28/01/2013
Attempted the Spelling rules Skill Check Score: 53% 28/01/2013
Attempted the Verb tense Skill Check Score: 28% 28/01/2013
Initial Assessments
Completed the Maths Initial Assessment Entry 3 Achieved 06/02/2013
Completed the ICT Initial Assessment Level 2 Achieved 31/10/2012
Completed the English Initial Assessment Level 2 Achieved 31/10/2012
Completed the Maths Initial Assessment Level 1 Achieved 31/10/2012
Diagnostic Assessments
Completed the Mathematics L1 Diagnostic Assessment Score: 23 % 25/01/2013
Completed the English L2 Diagnostic Assessment Score: 50 % 31/10/2012
Interactive Resources English L2
Viewed the Past Tense Interactive Resource
Viewed the Spelling Rules Interactive Resource

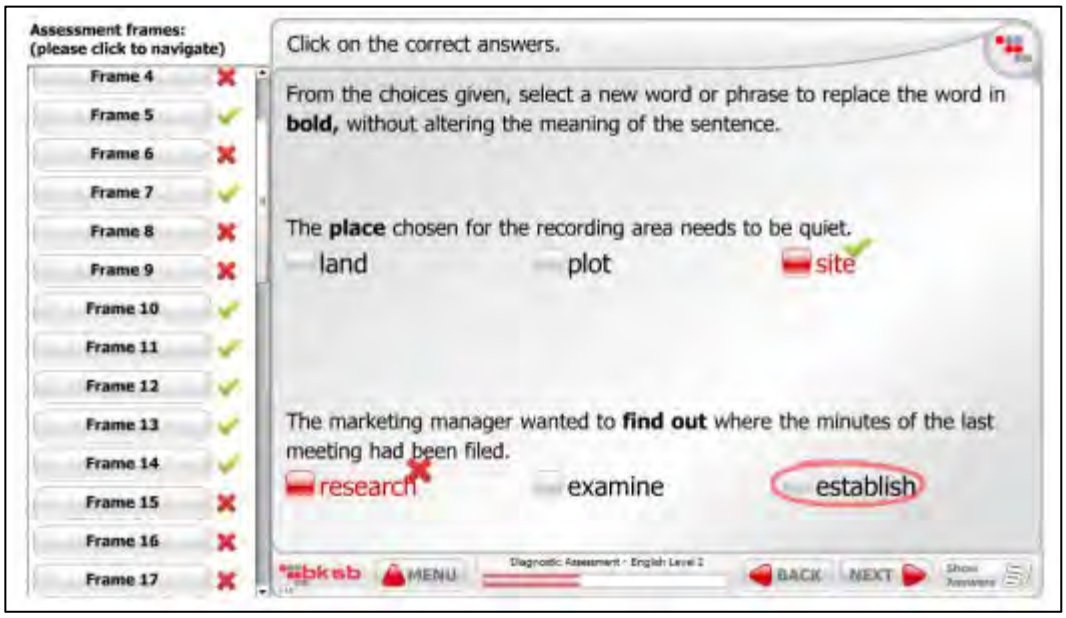
In addition, on the left of the screen is displayed a quick reference to the learner's Initial Assessment results for English and maths. Normally, this would only display the 'Latest Initial Assessment' result as for most learner's they will only be given one opportunity to take an Initial Assessment. However, if an administrator has configured the account so that a learner can repeat their Initial Assessment, the results will include two categories:

- Highest Initial Assessment result, and
- Latest Initial Assessment result

Review the answers given by a learner *(applies to any Initial Assessment, Diagnostic Assessment or Skill Check).*

All activities which are an assessment are 'clickable', i.e. by selecting them; an options menu will appear as per the one shown opposite.

To review the answers given by learner for any completed assessment, select the '**view assessment and user answers**' hyperlink and a new window will appear.



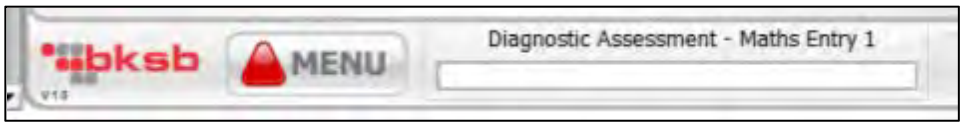
On the left of the screen is a quick-access menu to jump to any question frame shown to the learner during the assessment.

> ***Note that in an initial assessment, the question frames may differ from those of other learners due to the assessment adapting to the responses.***

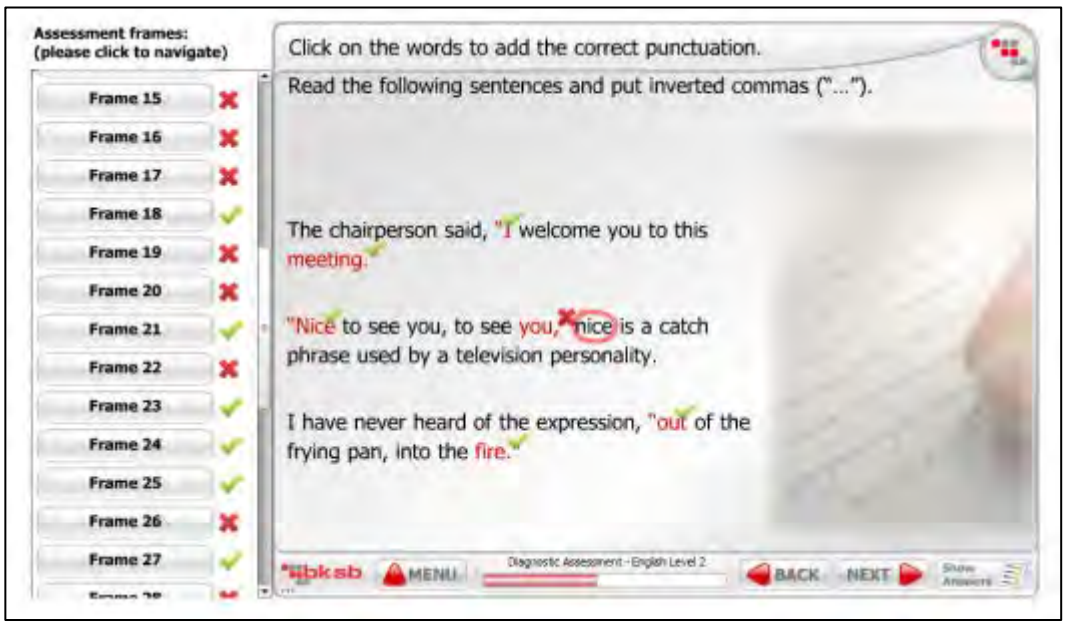
As you select a frame button, the question(s) shown to the learner will be revealed. If the frame button has a green tick ✓next to it, this indicates the learner answered all the question(s) correctly.

If the frame button has a red cross **X** next to it, this indicates the learner answered one or several of the question(s) incorrectly. A scroll bar to the right of the frame buttons allows easy access to other question frames.

The remainder of the screen is dominated by the actual question frame shown to the learner. The assessment title and level is displayed at the bottom of the screen.

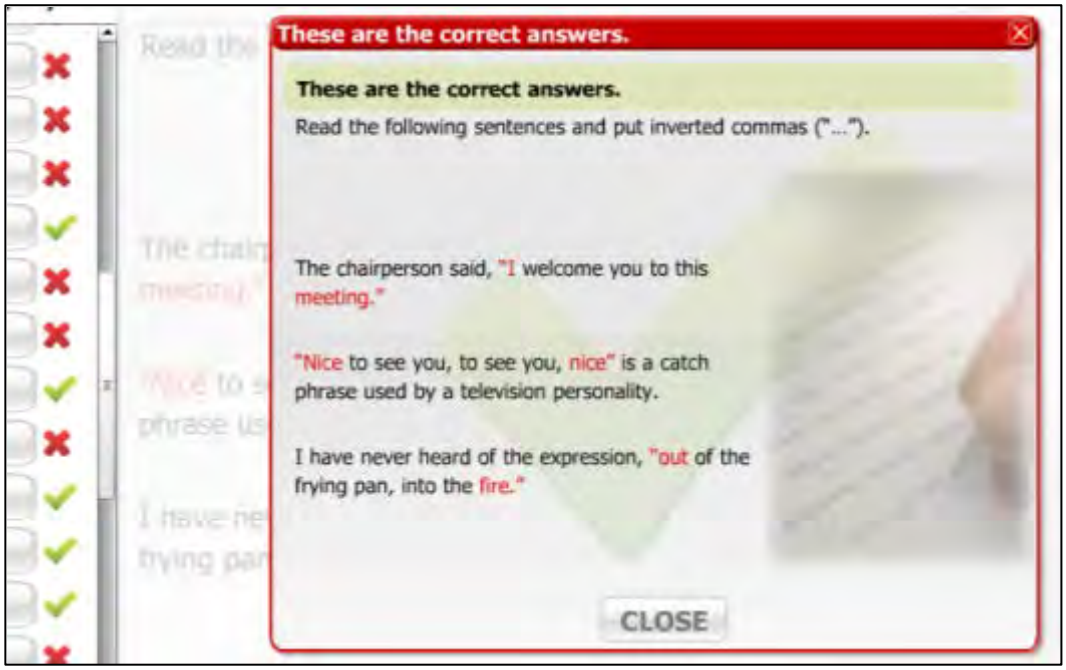


In the question frame, a correct answer is shown with a green tick ✓ next to it. An incorrect answer is shown with a red cross **X** next to it.


Assessment frames:
(please click to navigate)
Frame 15
Frame 16
Frame 17
Frame 18
Frame 19
Frame 20
Frame 21
Frame 22
Frame 23
Frame 24
Frame 25
Frame 26
Frame 27
Click on the words to add the correct punctuation.
Read the following sentences and put inverted commas ("...").
The chairperson said, "I welcome you to this meeting."
"Nice to see you, to see you, nice is a catch phrase used by a television personality.
I have never heard of the expression, "out of the frying pan, into the fire."
MENU
Diagnostic Assessment - English Level 2
BACK
NEXT

Any answer that was omitted is shown by a red circle.

To review the answer(s) the learner should have provided, select the '**Show Answers**' button in the bottom-left of the screen and a pop-up window will reveal the correct answers. Select the '**Close**' button to close the window.

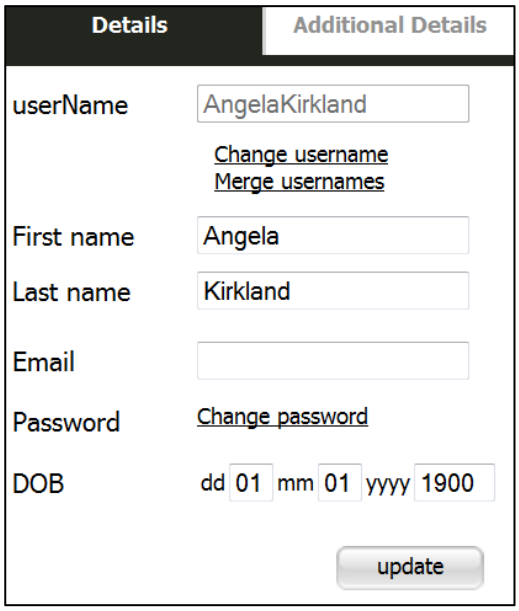

These are the correct answers.
These are the correct answers.
Read the following sentences and put inverted commas ("...").
The chairperson said, "I welcome you to this meeting."
"Nice to see you, to see you, nice" is a catch phrase used by a television personality.
I have never heard of the expression, "out of the frying pan, into the fire."
CLOSE

To quickly scroll through all the questions (both correct and incorrect), select the '**BACK**' or '**NEXT**' button as necessary.

To exit the assessment review screen, select the '**Back**' button at the top-left of the screen.

2. Edit a learner's details

In the 'Details' panel on the upper-left of the screen, a tutor can edit several pieces of information. These include the Username, First Name, Last Name, e-mail address, Password and Date of Birth. An extra tab '**Additional Details'** enables the tutor to make amendments to any additional fields added to the account. You can also merge a username with another username if a learner has been inadvertently added to the system multiple times under different usernames.



- **Amending the Username** – should you make an error when entering the username, select the '**Change username**' hyperlink, then amend the username and select the '**Change**' button to complete the process. Once the process has been completed, you will be returned back to the '**Details**' page.

- **Merge Username**

IMPORTANT - READ ME FIRST!

If used incorrectly, this option can result in misplaced data

The merge username option is a very powerful tool that should only be applied by an experienced user. It is recommended that you read this section thoroughly before using this feature as incorrect use can result in misplaced data which can only be reversed by the bksb IT support team.

Imagine the scenario where a learner has two user accounts, one with the username of '**AK310188**, the other in the name of '**angelakirkland**'. As usernames **must be unique for each learner**, bksbLIVE treats these usernames as two individual learner accounts.

So, if an Initial Assessment was taken under the username of '**AK310188**' and at a later date a Diagnostic Assessment was taken by the learner under the name of '**angelakirkland**', wouldn't it be useful to merge the two accounts together so that both results were attached to just a single account?

The '**Merge Username**' hyperlink provides access to a very powerful tool which provides the facility to merge two user accounts together.

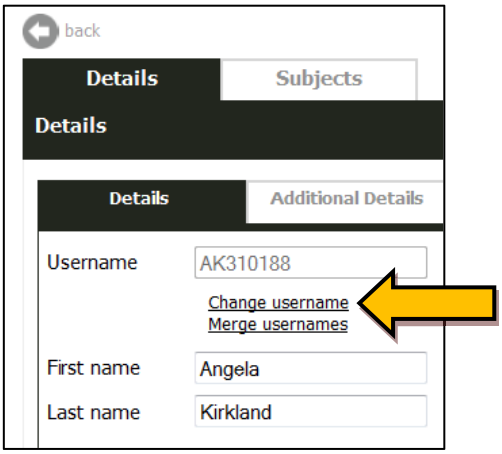
Step 1 - First, you need to decide which username has the main priority, and to which results from another username will be merged. It might be easier to think of the usernames as 'high'

priority and 'low' priority. The results of the 'low' priority username will be merged with the 'high' priority username. In this example the username of '**angelakirkland**' will be the main (high), priority username for this learner.

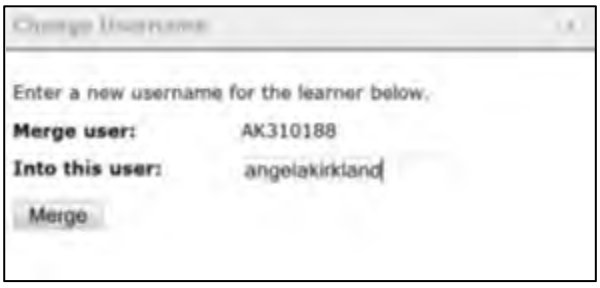
Step 2 – Log in as a tutor and search for the 'low' priority username which contains the results which need to be merged with the 'high' priority username.

Step 3 – From the search results, select the 'low' priority username and you will be taken to their '**Details**' page.

Step 4 – Select the hyperlink '**Merge usernames**'.



Step 5 – After selecting the hyperlink '**Merge usernames**', a dialog box will appear. In the editable field '**Into this user**', type the username you wish to merge the results to, i.e. the 'high' priority username.



If you enter an invalid username (one that does not already exist on the system), or omit a username, a warning dialog box will appear.

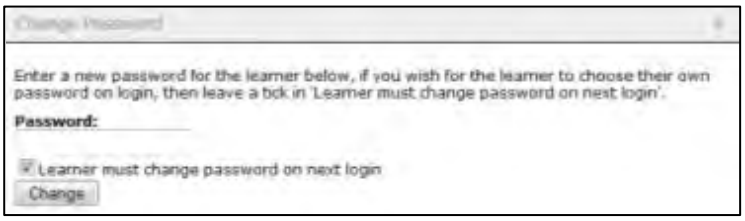
Step 6 – Select the '**Merge**' button and you will be returned to the 'high' priority username and any merged records will now show in the achievements panel.

- **Amending the First/Last Name** – To amend a user's first or last name, make the required changes then select the '**update**' button. *Note that when you amend these details, they will automatically update in any results pages as well.*

- **Amending the e-mail address** – To amend a user's e-mail address, make the changes as necessary and then select the '**update**' button.

- **Change the password –** If a user has forgotten their password, you can use this section to either a) set a password to one of your choosing, or b) enter a password which the user will use to log in, after which they will be prompted to change it again. ***Note that all passwords in bksbLIVE are encrypted for security reasons and bksb staff are not able to recover a password, only re-set it. Note also that passwords are CASE SENSITIVE and should comprise only of alpha-numeric characters such as A-Z; a-z or 0-9*.**

  - ✓ **Setting a default password** - To amend a user's password, select the '**Change Password**' hyperlink. A new dialog box will appear. Enter the new password then ensure you **untick the checkbox** labelled '**Learner must change password on next login**' before selecting the '**Change**' button. The dialog box will close and return you back to the '**Details'** page.


Enter a new password for the learner below, if you wish for the learner to choose their own password on login, then leave a tick in 'Learner must change password on next login'.
Password:
Learner must change password on next login
Change

  - ✓ **Set a password which changes on next log-in** – To amend a user's password so that they are prompted to change it on next log-in, ensure you tick the checkbox '**Learner must change password on next login**'.

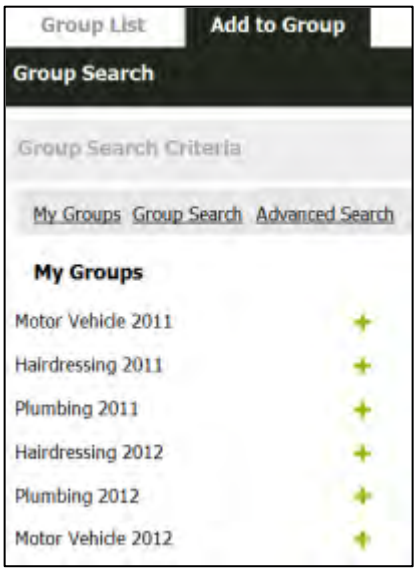
- **Amend the Date of Birth –** To amend a user's date of birth, change the relevant details and then select the '**update**' button.

3. Edit the 'Additional Details' section

If the administrator has set additional fields to record important information when user accounts are created, the data entered during account activation may have been inputted incorrectly. In this section, you can amend this data. In the example opposite, the administrator has created a field called '**Centre Location**' and, during account activation, the field was populated with 'Leeds'. If this was incorrect, to amend this, simply tick the checkbox titled **'Update Additional Fields'** (which makes the field active), then amend the contents of the field and select the '**update**' button to complete the process.

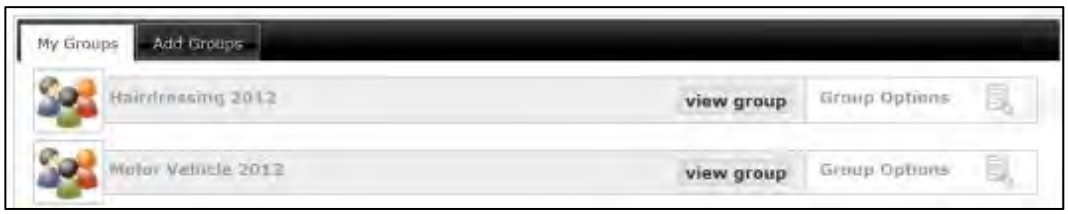
4. **Quickly identify which groups the learner belongs to.**
In the lower part of the screen you will find two tabs, '**Group List'** and **'Add to Group'.** The group list will display any groups to which the user has been added.

To quickly remove a learner from a group, select the hyperlink '**Remove user from this group'.**

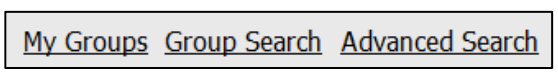


From this section, you can also add the user to another group or to many groups. *Remember, a user can belong to more than one group*. To add the user to another group, select the **'Add to Group'** tab to display the '**Group Search'** window. By default, your **'My Groups'** will be displayed and show any groups that have already been added to your '**My Groups**' area. *Remember that 'My Groups' is similar to favourites in your web browser and provides a quick route to the groups you access the most*.

To add the learner instantly to a group displayed in your '**My Groups**' list, just click on the green + symbol. You can confirm this action by selecting the **'Group List'** tab and you will see the groups to which the user has been added.



If the group (to which you wish to add the user) is not displayed in your **'My Groups'**, you can use the hyperlink **'Group Search'** or **'Advanced Search'** to locate the group.

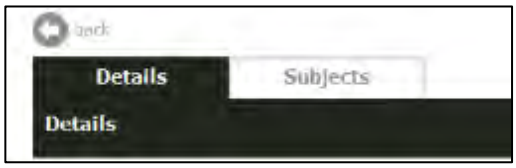


Note that these hyperlinks provide similar functionality to those when searching for a user under '**Student Search**' as discussed previously.

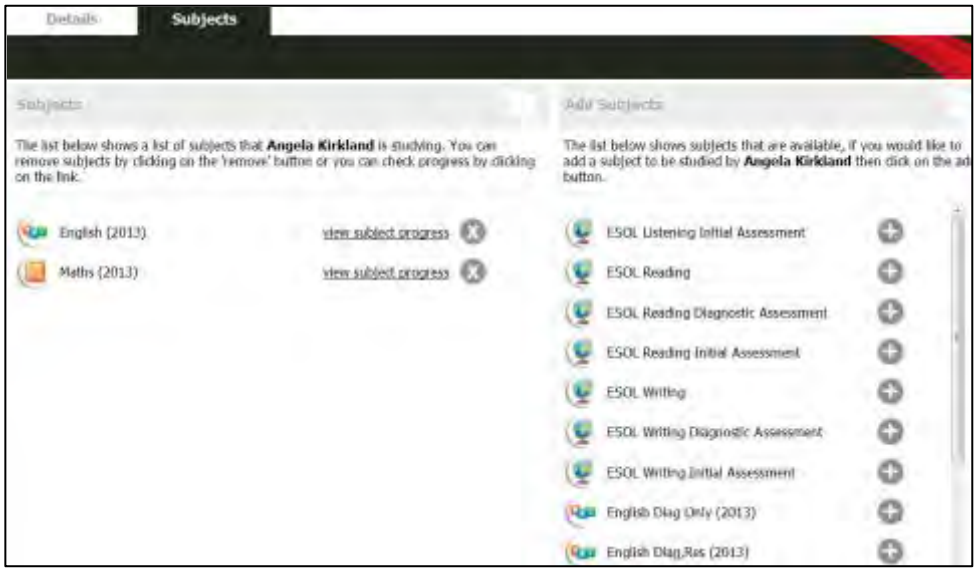
5. Modify the default course defined for a learner.

Within bksbLIVE, the administrator will have configured what is known as the DEFAULT course for ALL learners. What this means is that any new user added to the system will automatically be offered the default course on the student home page after logging in. However, it may be necessary to amend the course just for a single user *(note that later in this manual, I will discuss how you can modify the course for an entire group of learners – see 'Group Search').*

After searching for the user and selecting their name, you will be taken to their details page. On the top-left of the page you will note a tab named **'Subjects'.**



Select the tab to reveal the 'Subjects' page.



On the left half of the screen are all the subjects and/or courses a learner is subscribed to. In the example above, **Angela Kirkland** is subscribed to the courses **'English (2013)'** and **'Maths (2013)'**. On the right-hand side of the screen are all the available subjects and courses available. *Note that this will vary depending on what software you currently license and how your account has been configured by bksb. Contact bksb if you require your subject/courses amending.*

How to make sense of subjects (and courses).

When a user is assigned a subject and this is displayed on the left-hand side of the screen, the subject may comprise of a single subject, i.e. ***English IA Only (2013)*** or multiple subjects, i.e. ***English Diag, Res (2013).*** However, where a user is assigned a 'course', the subject may say something like ***'English (2013)'*** but not identify its component parts. So what does a course comprise of?

Below is a list of available 'courses' and the subjects that make up the course.

'English Plus (2013)' course comprises of: • English Initial Assessment, followed by • English Diagnostic Assessment, ,followed by • English Learning Resources, followed by • English Skill Checks Summative Assessments, followed by • English (writing) Functional Skills Scenarios	**'English (2013)'** course comprises of: • English Initial Assessment, followed by • English Diagnostic Assessment, , followed by • English Learning Resources, followed by • English Skill Checks Summative Assessments.
'Maths Plus (2013)' course comprises of: • Maths Initial Assessment, followed by • Maths Diagnostic Assessment, followed by • Maths Interactive Learning Resources, followed by • Maths Skill Checks Summative Assessments, followed by • Maths Functional Skills Scenarios	**'Maths (2013)'** course comprises of: • Maths Initial Assessment, followed by • Maths Diagnostic Assessment, followed by • Maths Interactive Learning Resources, followed by • Maths Skill Checks Summative Assessments.
'ICT' course comprises of: • ICT Initial Assessment, followed by • ICT Learning Resources.	***Note: the new 2013 individual ICT modules are not available as part of a 'course'.***
'ESOL Reading' course comprises of: • ESOL Reading Initial Assessment, followed by • ESOL Reading Diagnostic Assessment, followed by English learning resources	**'ESOL Writing' comprises of:** • ESOL Writing Initial Assessment, followed by • ESOL Writing Diagnostic Assessment followed by English learning resources
Note: there is no 'course' available for ESOL Listening, only an ESOL Listening Initial Assessment subject.	

Add a new subject/course

To add a new subject, locate the relevant 'subject' or 'course' from the right-hand window and select the ⊕ symbol to move it over to the left-hand window. The subject (or course) added will now appear in the user's home page when they next log-in.

IMPORTANT

Remember that when adding a 'course,' always select the one most applicable. For example, if a user needs a course comprising ***English (2013) Initial Assessment, Diagnostic Assessment and Learning Resources*** only (excluding the Skill Checks), then **do not** assign these subjects individually. Instead, select the option

that contains **ALL** these elements so that after completing the Initial Assessment, the user will be guided to take the relevant Diagnostic Assessment followed by the corresponding Interactive Learning Resources (and NO Skill Checks).

Remove a subject/course

To remove a subject/course from a user's account, locate the relevant 'subject' or 'course' from the left-hand window and select the **X** symbol to move it over to the right-hand window. The subject (or course) will now no longer appear in the user's home page when they next log-in.

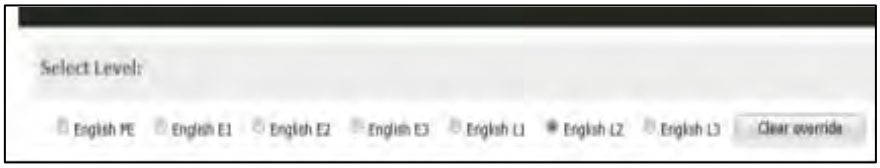
6. Manually set the diagnostic level for an English or maths course

There may be times when you need to manually override the system such as skipping the initial assessment and starting the learner with the diagnostic assessment. *Under normal circumstances, it is always recommended that the user first take an initial assessment as this will place the user on a level which matches their current abilities.* However, if you are confident the learner is able to accommodate an alternative level, the procedure below outlines the process of amending the level for the diagnostic assessment.

a) First search for the student (under the '**Student Search**' tab), select their name, then select the '**Subjects**' tab.

b) Select the hyperlink '**view subject progress**' adjacent to the subject or course you wish to amend.

c) At the top of the learner's course progress page, you will see a section named '**Select Level**'. To change the current level of the diagnostic, select the radio button adjacent to the level you wish to set. *In the example below, Angela Kirkland has already taken an Initial Assessment and achieved English Level 2. Selecting another radio button would override this. Selecting the '**Clear override**' button will reset the level back to that attained originally by the Initial Assessment.*

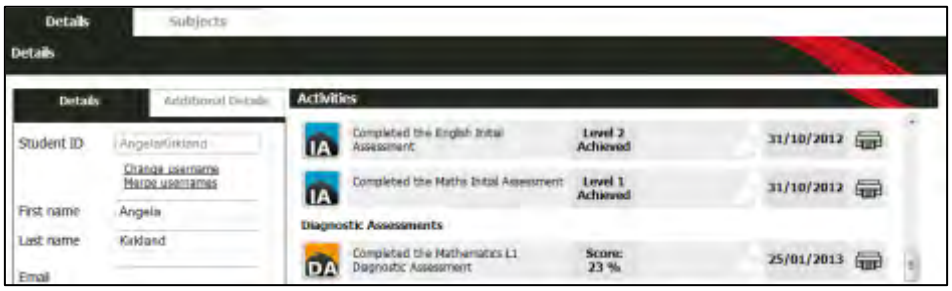


Once the level has been amended, the setting is automatically saved. Upon next log-in, the user will now be directed to take a Diagnostic Assessment at the level assigned to them.

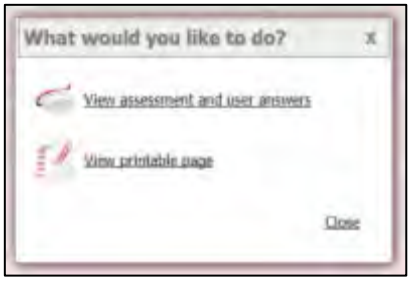
7. Print an Assessment result.

Should you need to print an assessment results page (Initial, Diagnostic, Skill Check), there are two ways this can be achieved.

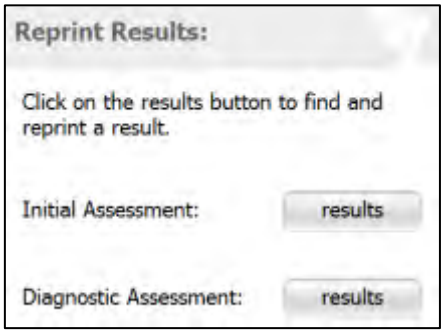
a) First search for the student (under the '**Student Search**' tab) and select their name. This will take you to the student's '**Details**' page.



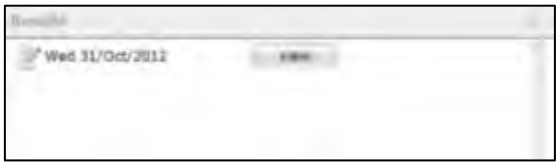
Now select a result from the '**Activities**' panel and choose '**view printable page'** from the dialog box to display the results page. The results can be printed by select the '**Print**' button in the top-left of the screen.



b) Alternatively, you can select the '**Subjects**' tab, select the hyperlink '**view subject progress**' adjacent to the subject or course you wish to review and on the left-hand side of the course progress page, you will see the section titled '**Reprint Results**'.



c) Select the relevant '**results**' button to display a list of assessments taken. In the example screenshot below, only 1 Diagnostic Assessment has been taken. If more assessments had been taken, these would also be listed.



d) Select a '**view**' button to display the results page. At the top of the results page, select the '**print**' button to print the page.

8. Review a learner's progress.

As a tutor, unless the account is your own, you are not able to access a user's on-screen Individual Learning Plan or the Interactive Learning Resources. However, by following the process below, you can review an individual user's course progress as well as access the paper-based versions of the learning resources[1] assigned to the user after completing a diagnostic assessment.

First search for the student (under the '**Student Search**' tab), select their name, then select the '**Subjects**' tab.

Select the hyperlink '**view subject progress**' adjacent to the subject or course you wish to review.

In the example opposite, I have searched for '**Aled Roberts**', selected his name, selected the '**Subjects'** tab and finally selected his course called '**English (2013)**' and in the lower part of the page is his progress on this course including modules completed and modules still to complete.

[1] If licensed

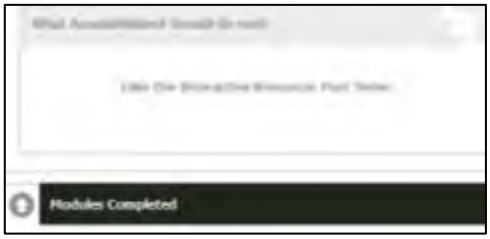
Progress Bar

At the top of the '**Course Progress**' page are two progress bars.

The bar on the left titled '**Latest Diagnostic Result**' provides a visual indication of the percentage scored in the diagnostic assessment taken.

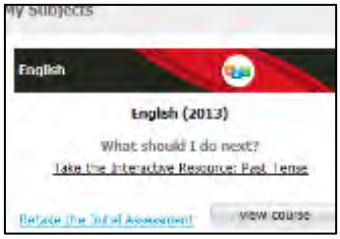
The bar on the right titled '**Course Progress'** provides a visual indication of their course progress so far. This corresponds to the '**Modules Completed**' section further down the screen.

The next section is a reflection of what the user is shown in their student home page, in relation to this particular subject/course.



TUTOR VIEW

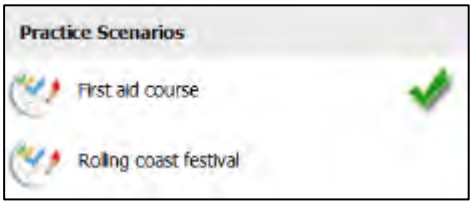
Screenshot above reflects what is shown to the tutor when reviewing the course progress page for Angela Kirkland.



LEARNER VIEW

Screenshot above reflects what is shown to the user (Angela Kirkland) on her student home page.

Practice Scenarios (Functional Skills)

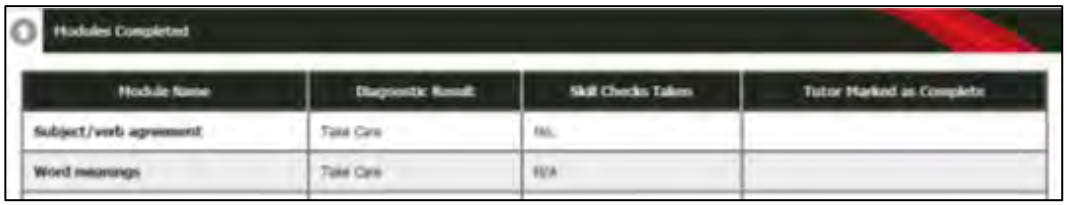


If you have licensed the Functional Skills Practice Scenarios (and assigned them to a learner under a course of 'Maths Plus (2013)' or 'English Plus (2013)'), as each scenario is worked through, a green tick ✓ is assigned to the scenario in the tutor's student progress report. Note that this does not mean the scenario was successfully completed, but simply indicates the activity was activated.

Modules completed / Modules still to complete

The next section of the '**Course Progress**' page, shows the modules completed so far, and underneath this section, the modules still to complete.

Take note that as a learner progresses through their diagnostic assessment, if they achieve a relatively good score on any whole modules of the assessment, the system will recognise this and identify these modules as completed under 'Modules Completed'.



- **Module Name** describes the name of the module completed.

- **Diagnostic Result** indicates the result achieved.
  - ✓ The term '**Very Good**' indicates a high score in that area.
  - ✓ The term '**Take Care**' indicates that the majority of questions were answered correctly but with a few incorrect answers.

- **Skill Checks Taken** – There are two ways to mark off a learner's work as complete – manually, or automatically each time a set of Skill Checks is completed[2].
  - ✓ The term '**No.**' indicates that a Skill Check was not taken.
  - ✓ The term '**N/A**' indicates 'not applicable'.

- **Tutor Marked as Complete** – here you will find hyperlinks enabling the tutor to manually mark off a module as complete.

Below the '**Modules Completed**' section is the '**Modules Still To Complete**' section which identifies the areas of most concern (shown in red on the Student's ILP). Note that it is these modules only that contribute to further progress by the learner.

[2] If licensed.

- **Module Name** describes the name of the module completed.

- **Learning Resources** provides tutor-only access to the paper-based learning resources[3] for that module, together with the answer sheets.

- **Skill Checks** – Here the system will identify which skill check(s)[4] the learner needs to take in order to complete the module.

- **Tutor Marked as Complete** – should you not license the bksb Skill Checks software (which offers a fully automated approach to validation and marking of progress), here you will find hyperlinks enabling the tutor to manually mark off a module as complete.

9. Accessing the paper-based Learning Resources assigned to a learner after completing a Diagnostic Assessment.

Within bksbLIVE, tutors are able to access the paper-based versions of the learning resources (if licensed), together with the answer sheets that correspond to the skill gaps identified in the learner's ILP (individual learning plan). Selecting a hyperlink will load the relevant PDF and display it within your web browser, as per the screenshot opposite. If the PDF file is longer than a single page, a scroll bar will appear on the right side of the page to enable access to other pages within the document.

Differing web browsers will display the paper-based learning resources in different ways and the print options will also vary accordingly.

Note that the hyperlinks only link to those paper-based resources that correspond to skill gaps identified in the ILP. Should you require access to the full suite of learning resources, these are available under the tutor login via the '**Resources**' tab.

[3] If licensed
[4] If licensed

*When **manually** selecting the resources via the 'Resources' tab, ensure you select the relevant materials, i.e. if you have learners on a (2013) course, remember to select the resources that are designated (2013) at the end of their name.*

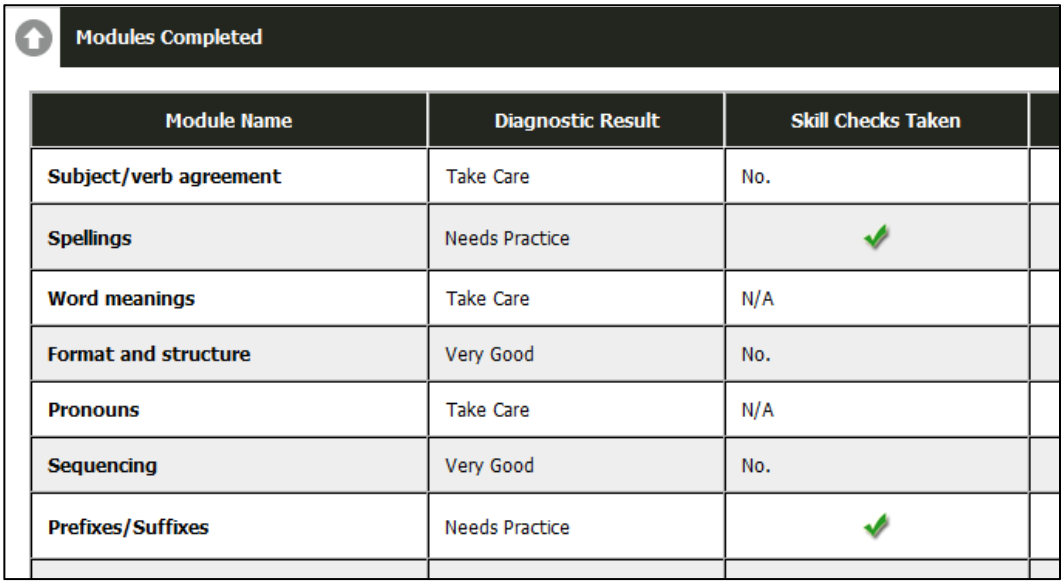
Further information on accessing the full suite of paper-based resources is available further in this guide under the heading Resources Tab.

Printing the paper-based Learning Resources

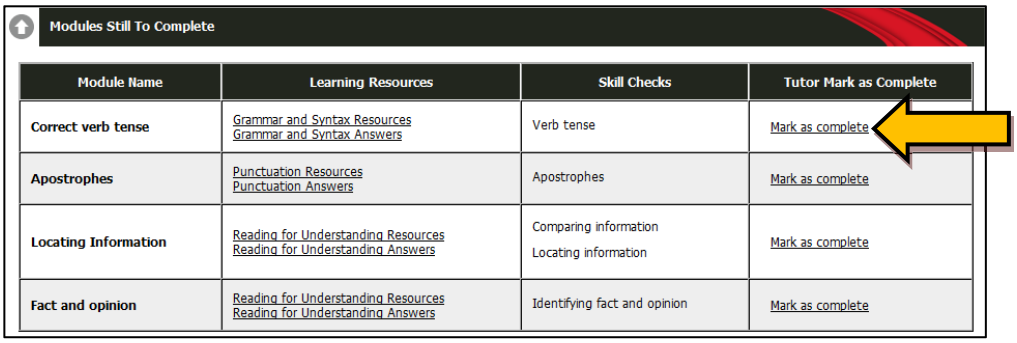
The print options available to you will depend on the version and type of web browser available to you, therefore it is always recommended that you use an up to date browser. **For further information on the paper-based resources available through bksbLIVE, see the section on the 'Resources' tab, further in this guide.**

10. Manually mark-off a topic as completed if no Skill Checks are assigned to a learner's course.

Previously, you were shown the panel called '**Modules Still To Complete**' and it was briefly mentioned that if you had licensed the skill checks software, then, as each full set of skill checks was completed by the learner, the system would automatically identify this as complete and move the learner on to the next module of their course. In the screenshot below, you can see two green ticks adjacent to the modules '**Spelling**' and '**Prefixes/Suffices**'. The green ticks indicate that these modules were automatically marked by the skill checks software (after the learner achieved 75% or above in each skill check).



However, if you do not have a licence for the skill checks software, a tutor can easily mark a module as completed by selecting the hyperlink '**Mark as complete**' as highlighted below. By selecting this link, the topic will be removed from the '**Modules Still to Complete**' section and moved up to the '**Modules Completed**' section.



Modules Still To Complete

Module Name	Learning Resources	Skill Checks	Tutor Mark as Complete
Correct verb tense	Grammar and Syntax Resources Grammar and Syntax Answers	Verb tense	Mark as complete
Apostrophes	Punctuation Resources Punctuation Answers	Apostrophes	Mark as complete
Locating Information	Reading for Understanding Resources Reading for Understanding Answers	Comparing information Locating information	Mark as complete
Fact and opinion	Reading for Understanding Resources Reading for Understanding Answers	Identifying fact and opinion	Mark as complete

In the screenshot below, at the bottom you can see that I have manually marked two additional modules, '**Correct verb tense**' and '**Apostrophes**'. This is indicated by the hyperlink '**Remove Tutor Marked**' showing next to the modules under the column '**Tutor Marked as Complete**'.

Modules Completed

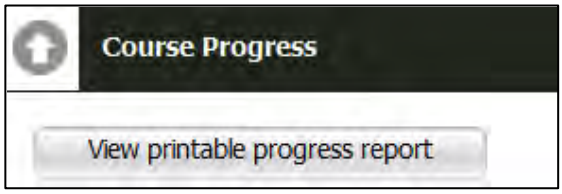
Module Name	Diagnostic Result	Skill Checks Taken	Tutor Marked as Complete
Subject/verb agreement	Take Care	No.	
Spellings	Needs Practice	✓	
Word meanings	Take Care	N/A	
Format and structure	Very Good	No.	
Pronouns	Take Care	N/A	
Sequencing	Very Good	No.	
Prefixes/Suffixes	Needs Practice	✓	
Appropriate language	Very Good	No.	
Speech marks	Very Good	No.	
Synonyms	Very Good	No.	
Correct verb tense	Needs Practice		Remove 'Tutor Marked'
Apostrophes	Needs Practice		Remove 'Tutor Marked'

If, whilst marking manually, you make a mistake, simply select the hyperlink '**Remove Tutor Marked**' and the module will be returned back to the '**Modules Still To Complete**' section.

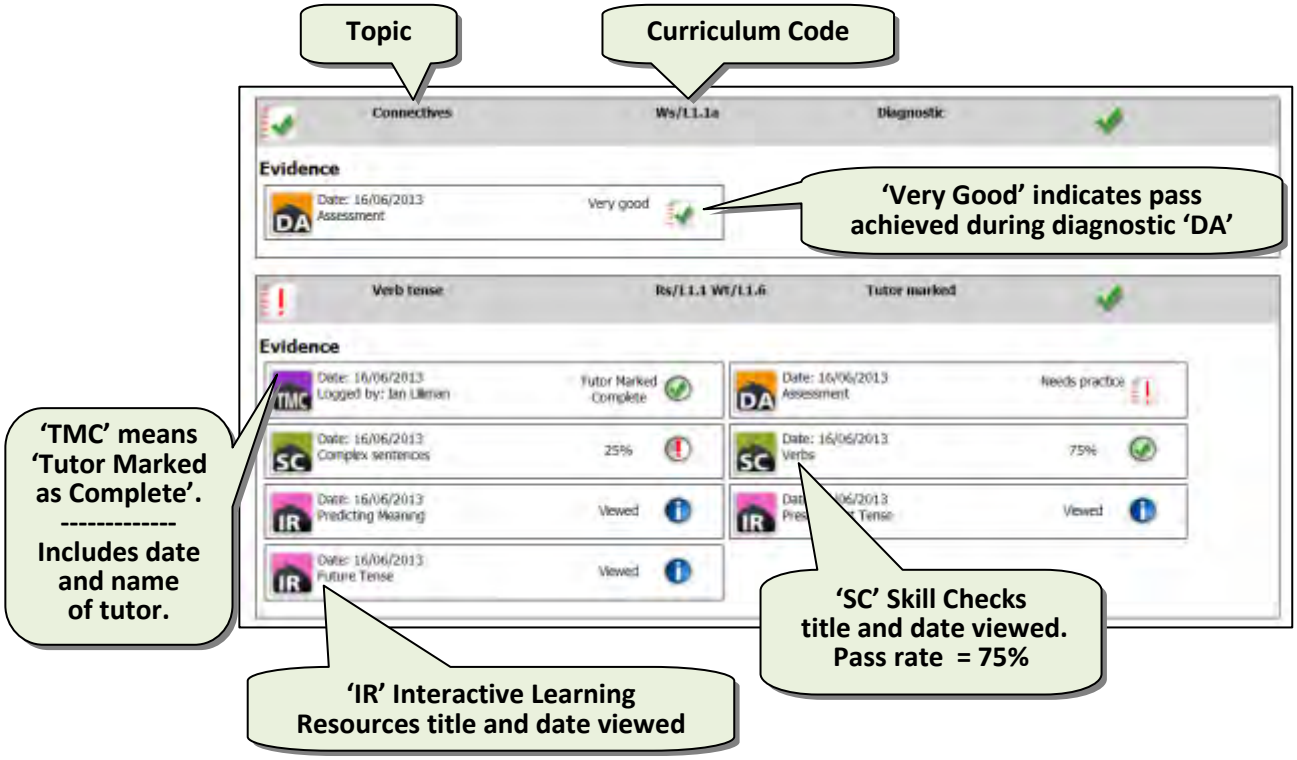
Note that the method outlined above can be used to review and mark work for an individual learner. Provided your learners have been assigned to a group, you can select the 'Reports' tab and quickly find, review and mark off modules as complete for multiple learners.
Refer to Section E – bksb Reporting for further information.

11. Course progress in-depth report

Returning back to the top of the course progress page (access the course progress page by: *search for learner → select a learner from search results → select 'Subjects' tab → select 'view subject progress')*, you will note a button labelled '**View printable progress report**'.

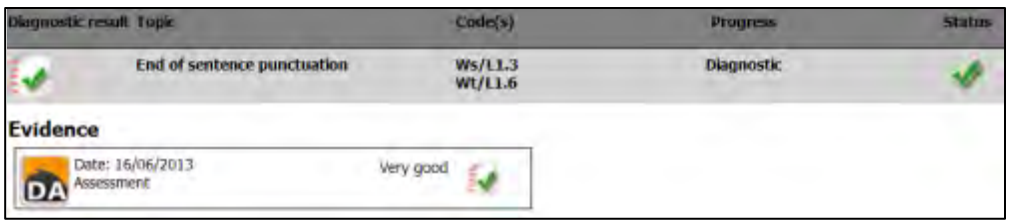


If you select this button, the page will refresh and display a more detailed course progress page. This page incorporates the following detail.

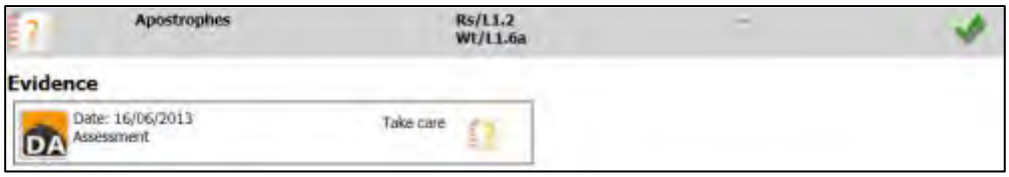


- Itemises each topic undertaken in the diagnostic.

- Shows elements of diagnostic that were '**Very good**', indicating the topic was successfully completed. Also includes curriculum code.



- Shows elements of the diagnostic where the learner should '**Take care**', indicating the learner was reasonably competent in the topic but could do with refresher tuition if time allows. *(Note that any topic labelled as 'Take care' makes no contribution to the student progression.*



- Shows elements of diagnostic that '**Needs practice**'.
  Note in the screenshot below, the green tick indicates the topic was successfully completed by:
    - *Viewing a single 'IR' (Interactive Resources) and*
    - *Completing a single 'SC' (Skill Check summative assessment).*

  As this topic only has one Skill Check, this topic was automatically signed off as completed.

Note in the screenshot below, the green tick indicates the topic was successfully completed by:

- *Viewing 3 individual 'IR' (interactive Resources).*
- *Completing a single 'SC' (Skill Check summative assessment) and achieving the 75% pass mark.*
- *Taking a second 'SC' Skill Check and only achieving 25%.*
- *A Tutor manually marking the topic as complete (signified by the 'TMC' icon). Note that if a tutor manually marks a topic off as complete, the name of the tutor and date is also recorded.*

Only topics labelled 'Needs practice' contribute to learner progression.

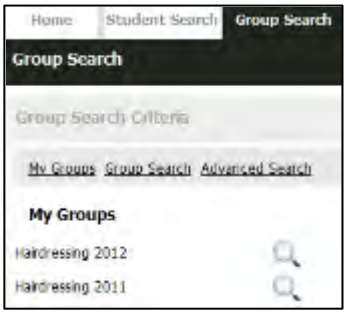
Group Search Tab

From the '**Group Search**' tab, a tutor can carry out the following activities

1. **Search for a group.**
2. **View members of a group.**
3. **Remove members from a group.**
4. **View learner achievements.**
5. **Add new members to a group.**
6. **View a list of tutors assigned to a group.**
7. **Synchronise Groups.**
8. **Manage groups.**
    - **Manually set a group with a specific subject/course.**
    - **Manually override the level for a whole group.**
    - **Automatically raise/lower diagnostic Assessment levels for a group after completing an Initial Assessment.**
9. **Edit a Group.**

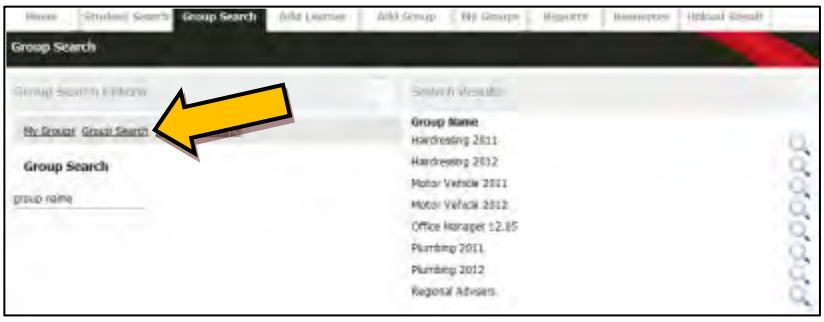
1. **Search for a group.**

To search for a group, first select the '**Group Search**' tab. Your '**My Groups**' are shown by default on the left of the screen.



Group Search

If the group you are searching for is not displayed, select the '**Group Search**' hyperlink. Enter the name of the group into the '**group name**' field. You will note that as you type the name of the group, the system will quickly reveal all results that match the current search criteria.

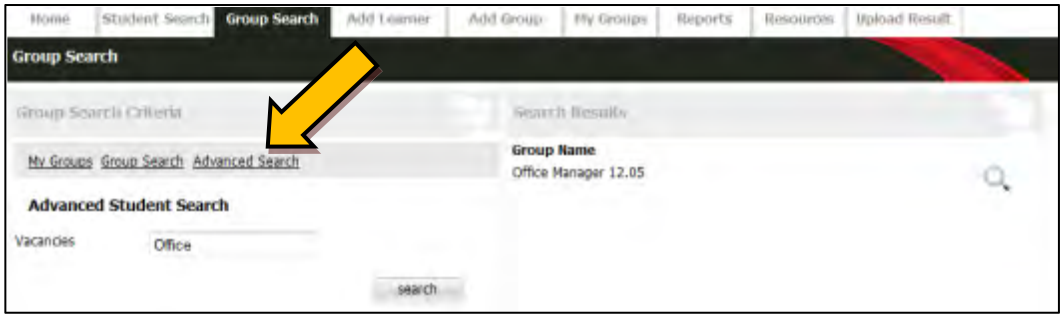


Should you not know the name of the group, place the cursor in the search field and select the enter key on your keyboard to reveal all groups within your

bksbLIVE account. Note that if you have a large number of groups, the search results may take a few seconds to be displayed.

Advanced Search

If the administrator has added any '**Group tags**', then you can search for these tags by selecting the '**Advanced Search**' hyperlink.

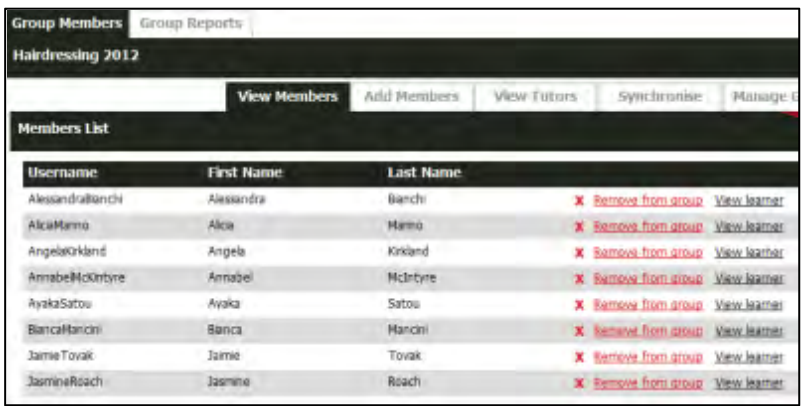


Selecting the hyperlink will reveal a search field. The name of the search field is determined by the administrator when the tag was created. In the example above, an administrator is using bksbLIVE as a recruitment tool and has set a tag field called '**Vacancies**' in an attempt to segregate groups by 'type' of vacancy advertised. When the group 'Office Manager 12.05' was created, it was given a tag of 'Office'. Other vacancies may have been given tags such as 'Factory' (for factory-related vacancies). In order to use the advanced search to locate groups with specific tags, you must type the exact criteria into the search field. In the example above, searching for 'Office' has revealed just one group. If I had searched for 'Off', this would not have revealed any results. **You must include the whole name of the tag.**

From the search results, select the group name and you will be taken to another screen which identifies the group, its members and several options available to that group.

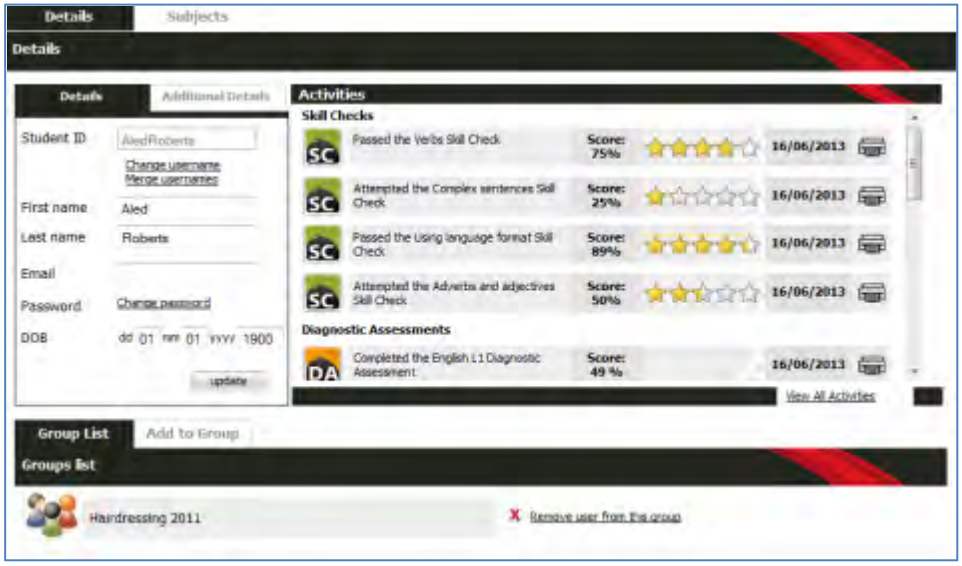
2. **View members of a group**

After searching for and selecting your chosen group, the screen will refresh and show a number of additional tabs and options. In the upper-left, it will display the name of the group (in the example below, '**Hairdressing 2012**') and underneath this will be displayed the '**Members List**' including their Username, First name and Last Name.



3. **Remove members from a group**
   On the '**Members List**', you will see a hyperlink '**X Remove from group**'. By selecting this link, a member will be instantly removed from the group. *Should you inadvertently remove a member from a group, you can add them back via the '**Add members**' tab*. Note that the user has only been removed from that particular group. No user information or associated assessment data is deleted by this process.

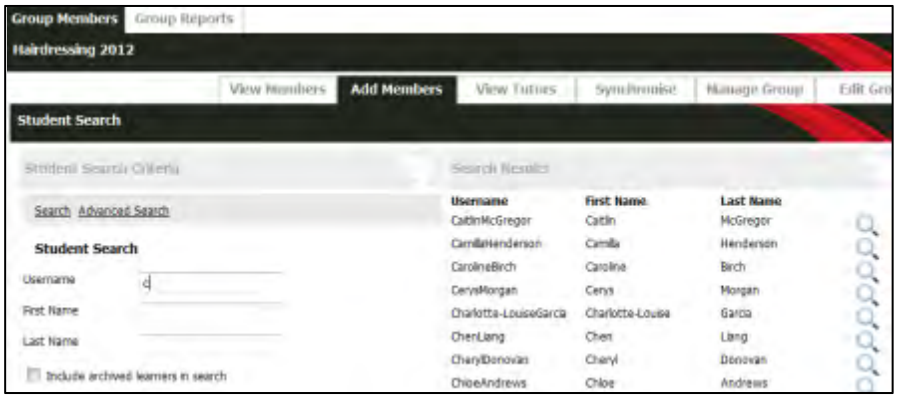
4. **View learner achievements**
   To review a particular learner's results, select the '**View learner**' hyperlink. This will reveal the learner's '**Details**' page. *Refer to the section at the beginning of this guide called '**Student Search** tab' for a more in-depth guide to the 'Details' page.*



5. **Add new members to a group**

Note that if any of the following tags ('Add Members'; 'View Tutors'; 'Synchronise'; 'Manage Group' and 'Edit Group') appear to be inactive, i.e unresponsive when selected, please consult your administrator as access to these functions may have been disabled.

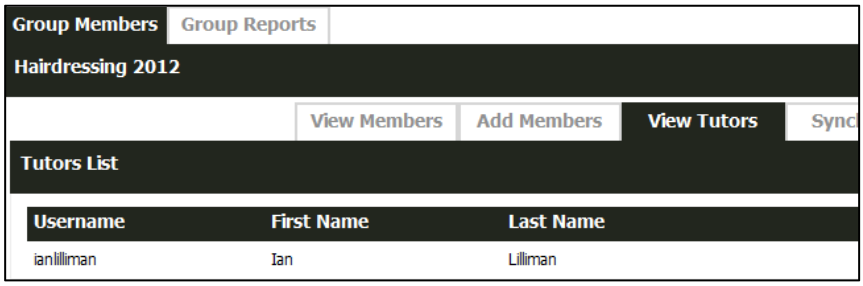
Should you wish to add a new member to a group, select the '**Add Members**' tab, search for the learner and, from the results, select the learner you wish to add. The learner will be instantly added to the group. *Should you inadvertently add a learner to a group, you can quickly remove them from the '**View Members**' tab as described previously.*



Note that if you cannot locate the learner, yet you are confident they should exist in your bksbLIVE account, they may either be a) in a private group to which you do not have access (in which case consult your administrator), or b) they have been placed in the archive. To check if they are in the archive, when searching, select the checkbox '**Include archived learners in search**'. This will then force the search to include all members placed in the archive. If this reveals the learner is in the archive, consult your administrator.

6. View a list of tutors assigned to a group

To review which tutors are assigned to the group, select the '**View Tutors**' tab to reveal the '**Tutors List'.**



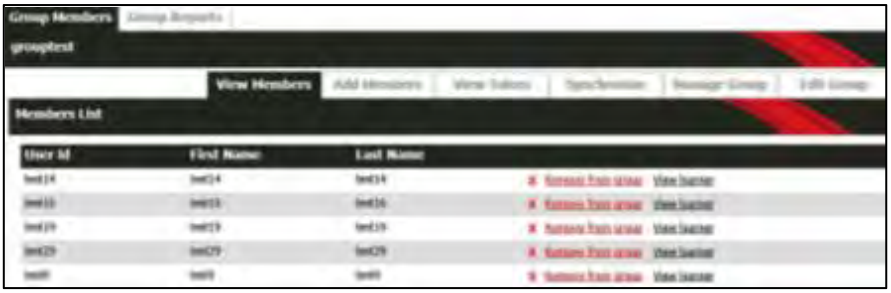
7. Synchronising a Group

(only applicable if Databridge is being used to connect bksbLIVE to your MIS)

The 'Synchronise' tab is a very powerful feature which should only be applied if your organisation has linked bksbLIVE to your MIS (Management Information System). Improper use of this feature may lead to groups being deleted from your account (although no learners or data will be lost).

If you have configured the bksb Databridge to pass data between bksbLIVE and your MIS system, normally, the 'Synchronise Groups on login' option is set to ON, meaning that any group information from the MIS (and subsequent group membership) is passed directly to your bksbLIVE account, ensuring that when you run group reports, any learners that have logged in to their account will be included in group reports. **For more information about Databridge configuration, refer to the section called 'Databridge Tab' in the bksb Admin guide (Section B – Account Configuration).**

a) Search for and select the group you wish to synchronise. The members of the group will be displayed.

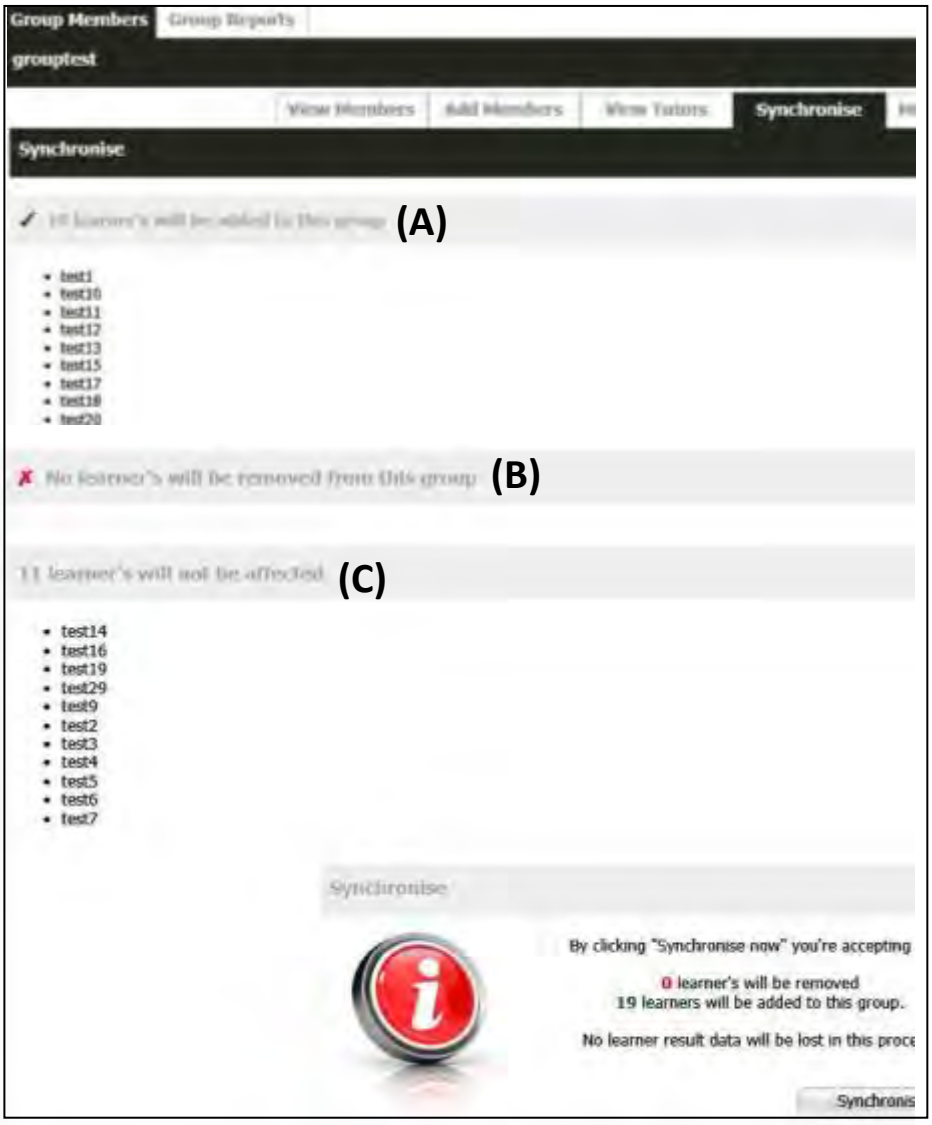


b) Select the '**Synchronise**' tab.

(A) Here, the system will identify and display which learners belong to the same group in your MIS system and display the usernames that will be added to this group.

(B) Underneath, it will identify whether any learners will be removed from this group as a result of your next action.

(C) Below this is shown the number of users and their corresponding usernames that will NOT be affected by this action.



c) To complete the synchronisation process, select the '**Synchronise now**' button. A dialog box will appear confirming the action was successful and will refresh the group user's data.

8. Manage Groups

The Manage Groups tab offers a number of very powerful features such as:

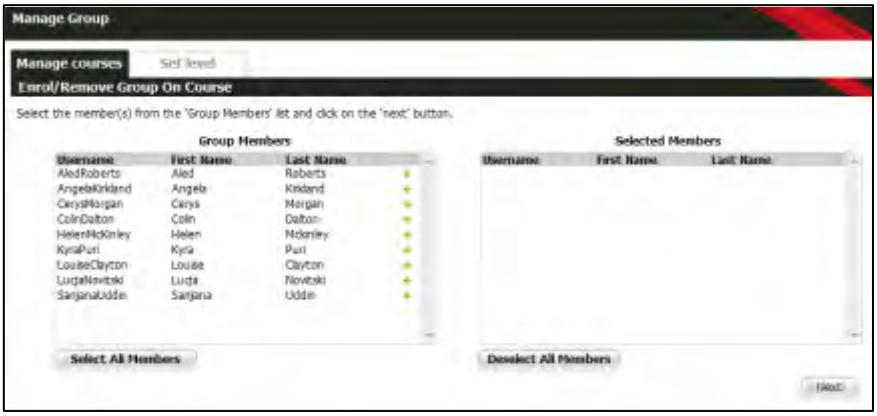
a) **Set a group with a specific subject/course (different from the default).**
b) **Manually override the level of the course.**
c) **Automatically raise (or lower) level of subject/course whatever the Initial Assessment results.**

a) Set a group with a specific subject/course

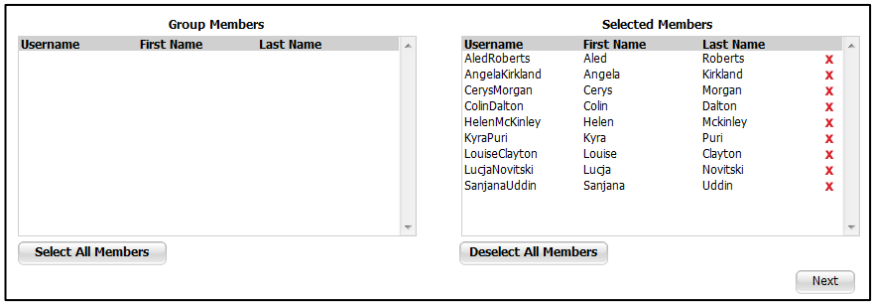
There may be circumstances where you need to set specific subjects/courses for a whole group of learners. For example, if your default for all new learners is '**English (2013)** and '**Maths (2013**)' but you also license other software and wish to assign additional modules to the whole group, you can achieve this through the group manager. *Note that assigning a group of learners with additional software is dependent on the software you license from bksb.*

- **Step 1** – firstly, the learners must exist in your bksbLIVE account and all belong to the same group. Next, search for the group (*by selecting the '**Group Search**' tab➔type in group name➔select group from results*), then select the '**Manage Group**' tab.

- **Step 2** – The following screen is divided into two sections. On the left are all learners belonging to the group. On the right, is the '**Selected Members**' list.



Although you can individually select learners (via the green + symbol) and add them to the '**Selected Members**' list, you will most likely want to place all group members on the same subjects/courses. Therefore, select the '**Select All Members**' button to move all the learners to the right hand window.

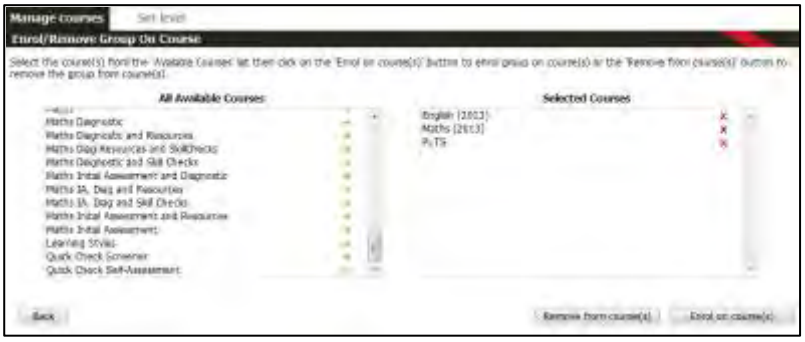


- **Step 3** – Select the '**Next**' button in the lower-right of the screen to select the subjects/courses. Again, the screen is divided into two sections. On the left is displayed the available subject/courses within your bksbLIVE account.

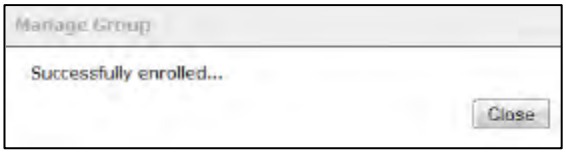
Note that the subjects/courses displayed in your window will vary depending on the software you currently license from bksb.

- **Step 4** – **If you are just adding another subject/course to the group members' *existing* set of subjects/courses**, select the subjects/courses that you wish to assign to the group by selecting the adjacent green **+** symbol.

  If you wish to completely change the set of subjects/courses assigned to the group members, first select the button '**Remove from course(s)**' to remove all learners in the group from any existing subjects/courses they may have been assigned, then select the subjects/courses that you wish to assign to the group by selecting the adjacent green **+** symbol. If you make a mistake, select the red **X** symbol to remove it.



- **Step 5** – Once you have assigned the relevant subjects/courses, select the '**Enrol on Course(s)**' button and after a brief moment, a dialog box will appear confirming the enrolment procedure was successful.



All members of the group will now be assigned the subject/courses as defined by you and these will appear in their student home page.

b) Manually 'fix' the level of the course.

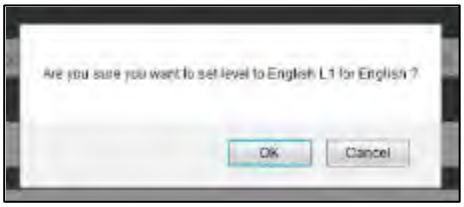
It may sometimes be necessary to assign a group of learners a subject/course at a specific level. Normally, a learner's level is set by the results of the Initial Assessment; however the learner may have no need to take an Initial Assessment because a) the learner has completed a paper-based Initial Assessment or used an interactive assessment from another assessment provider, or b) they have prior qualifications which validate their current working level.

- **Step 1** – Follow the previous procedure to assign your group the necessary subjects/courses as necessary.

- **Step 2** – Select the '**Set Level**' TAB, choose a subject/course from the drop-down list, then select the '**Set Level**' BUTTON.

- **Step 3** – Select your preferred level for the subject/course and select the '**Apply**' button.

- After selecting the '**Apply**' button, a warning dialog box will appear asking you to confirm this operation.



Select the '**OK**' button. A final dialog box will appear to confirm the successful application of the course.

Remember to repeat the actions above to change the level of any other subjects/courses not already configured.

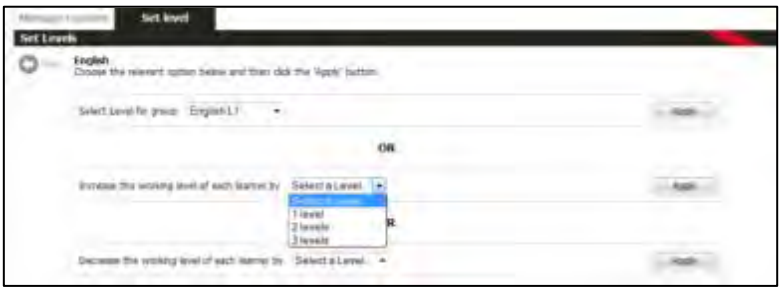
c) Automatically raise (or lower) level of subject/course whatever the Initial Assessment results.

There may be occasions where it would be preferable if a course was assigned to a learner one level higher than their English/maths or ICT initial assessment results. Usually, this is because of a funding issue where learners have to show progression by at least one level. *Note that the following procedure can also be used to assign a course lower than the learner's Initial Assessment result if necessary.*

- **Step 1** – Follow the previous procedure (**Set a group with a specific subject/course**) to assign your group the necessary subjects/courses as necessary.

- **Step 2** – Select the '**Set Level**' tab, choose a subject/course from the drop-down list, then select the '**Set Level**' button.

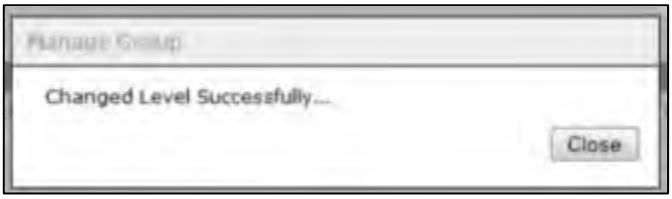
- **Step 3** – From the two drop-down lists named '**Increase the working level of each learner by:**', or '**Decrease the working level of each learner by:',** select your preferred level for the subject/course and select the '**Apply**' button.



Note that you can increase the level by up to 3 whole levels above (or below) that achieved by the learner in their Initial Assessment. For example, a learner who achieves E3 can be automatically assigned a L3 subject/course. However, where this is not always possible, the system will assign the highest or lowest available level, i.e. a learner who has achieved Level 2 can only be raised to a Level 3 subject/course.

- After selecting the '**Apply**' button, a warning dialog box will appear asking you to confirm this operation.

Select the '**OK**' button. A final dialog box will appear to confirm the successful application of the course.



Remember to repeat the actions above to change the level of any other subject/course not already configured.

9. Edit a Group

The '**Edit Groups**' tab offers a number of options such as:

a) **Edit a group name.**
b) **Edit a group description.**
c) **Edit the group's additional details.**
d) **Remove the group.**

a) Editing a group name

To edit a group name, you must first locate the group. On the main tutor log-in page, select the '**Group Search**' tab and search for the group. From the search results, select the name of the group to be amended. Next, select the '**Edit Group**' tab, amend the '**Group Name**' field and finally select the '**Update Group**' button.

When creating or editing group names, DO NOT use apostrophes or the ampersand '&' symbol as this may cause issues when running group reports.

b) Editing a group description

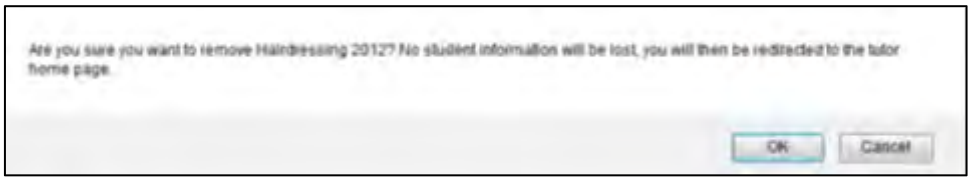
To edit a group description, you must first locate the group. On the main tutor log-in page, select the '**Group Search**' tab and search for the group. From the search results, select the name of the group to be amended. Next, select the '**Edit Group**' tab, amend the '**Group Description**' field and finally select the '**Update Group**' button.

c) Updating the 'Additional Details'

To edit the '**Additional Details**', you must first locate the group. On the main tutor log-in page, select the '**Group Search**' tab and search for the group. From the search results, select the name of the group to be amended. Next, select the '**Edit Group**' tab, select the '**Update Additional Details**' checkbox (making the field active), then either amend the existing tag content or add new tag content into the field. Finally, select the '**Update Group**' button.

d) Remove a group

To remove a group, you must first locate the group. On the main tutor log-in page, select the '**Group Search**' tab and search for the group. From the search results, select the name of the group to be amended. Next, select the '**Edit Group**' tab, then select the '**Remove Group**' button.


Are you sure you want to remove Hairdressing 2012? No student information will be lost, you will then be redirected to the tutor home page.
OK
Cancel

A dialog box will appear alerting you that no learners (or their corresponding data) will be lost if you continue with this process. If you wish to continue, select the '**OK**' button and the group will be removed. Alternatively, select the '**Cancel**' button to cancel the group removal process.

Add Learner Tab

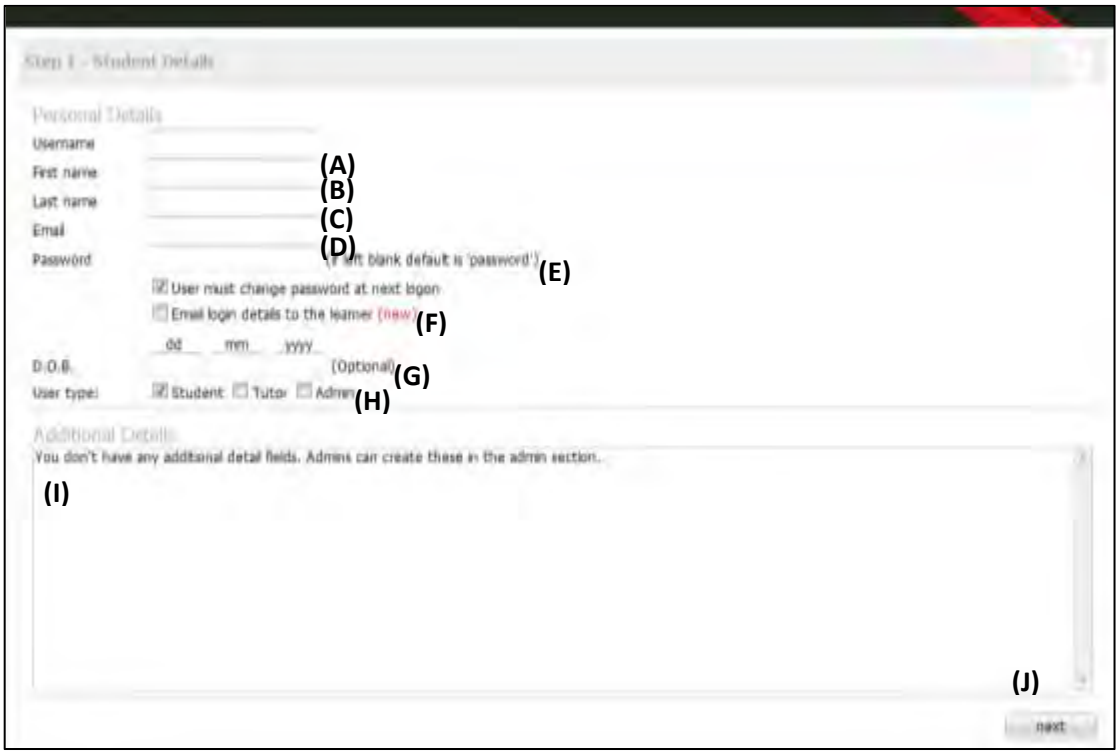
'Add Learner' Tab not visible
If the 'Add Learner' tab is not visible, this means an administrator has configured your bksbLIVE account so that all tutors are unable to set up learners on the system. To add a learner, please consult your administrator.

IMPORTANT - READ ME!
Start by creating a group, then add your learners
'Groups' play a key role in the management and reporting of progress within bksbLIVE. It is therefore very important that you consider setting up your groups FIRST, in advance of adding learners into the system.

If you choose not to add a learner to a group, you cannot include that learner in any group reports. Note that you do not have to add a learner to a group during the process outlined below, and can easily add them to a group later. However, the task of managing your learners is very much simplified as they can be added to a group during the third stage of the following account creation process.

If your groups are already created, then you can ignore the alert above.

To add a user to your bksbLIVE account comprises a 3-step process requiring **Step 1**) user details, **Step 2**) subject/course assignment and **Step 3**) group assignment.



USERNAMES MUST BE UNIQUE!
Ensure each learner is given a unique log-in username
bksbLIVE relies upon all users of the system (be they an admin, tutor or a learner) being assigned a unique username which is not duplicated.

(A) Username

This is the single most important piece of information when creating an account and it is vital that each student, tutor or administrator is given a UNIQUE identifier to ensure data integrity. Also, dependent upon your

company data protection policies, to maintain compliance with the Data Protection Act (where a company must take all reasonable steps to ensure privacy of data), it may be necessary to assign a random code or other reference, rather than simply entering the student's name and date of birth.

(B) First Name

Enter the First Name **with no apostrophes, accent marks or other unusual characters** (e.g. Amélie should be written Amelie without the accent). Note that hyphenated first names (such as Ella-Rose) **ARE** permissible. *Apostrophes, accents and other non-alphanumeric characters in names can cause issues when running reports.*

(C) Last Name

Enter the Last Name, **with no apostrophes, accent marks or other unusual characters**. (O'Sullivan should be written as OSullivan without the apostrophe). Note that hyphenated surnames (such as Carter-Brown) **ARE** permissible. *Apostrophes, accents and other non-alphanumeric characters in names can cause issues when running reports.*

(D) Email

Adding an e-mail address here serves two purposes.

- Typing an e-mail address here makes it possible for the student to recover their log-in details should they forget them.

- If, during the account activation, you have entered an e-mail address and also ticked the box titled '**Email login details to the learner**', an e-mail containing their log-in details and web address to access the bksbLIVE account will be dispatched to the student upon completion of account activation. A student can add an e-mail address later if necessary via their student home page after logging in.

(E) Password

By default, if this field is left blank **AND** the checkbox titled '**user must change password at next login**' is ticked, then the user is given the generic password of 'password' (all lower case) and will be prompted to change it on first log-in. However, if you decide to give the user a specific password, enter the password **AND un-tick the box titled 'user must change password at next login'**. **Please note that passwords are CASE SENSITIVE and should comprise only of alpha-numeric characters such as A-Z; a-z or 0-9.**

(F) Email login details to the learner

If, during account activation, you have entered an e-mail address and ticked the

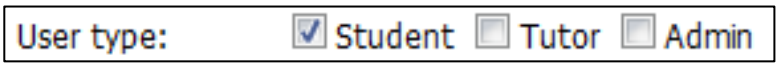
checkbox titled '**Email login details to the learner**', an email with log-in details will be sent to the user upon completion of account activation.

(G) D.O.B.

This field is optional. If no date of birth is entered, it will default to 01-01-1900 (when the account is viewed by an administrator or tutor) but show 'NA' to the student on their home page.

(H) User Type

If you only have 'tutor' permissions assigned to your log-in, then you can only create **student** logins and **do not have permissions to create additional administrators or tutors and the respective checkboxes will be inactive.**



If you DO have administrator AND tutor permissions, then the checkboxes WILL be active.

Please note that when adding a set of tutors, followed by students and administrators, the system may remember the previous setting.
For example, in a scenario where you have just added several tutors and are about to add several students, ensure you un-tick the tutor box to ensure you do not inadvertently give tutor access to those students.

If you do give someone the wrong access rights, it can be easily corrected via the '**Permissions**' tab when logged in as an administrator.

(I) Additional Details

In this section, you may see additional fields. Although it is not compulsory for these fields to be completed, these will have been created in order to capture additional user information which may make administration of your account easier. These extra fields are 'Tags', created by the administrator under the '**Settings**' tab.

(J) Next button

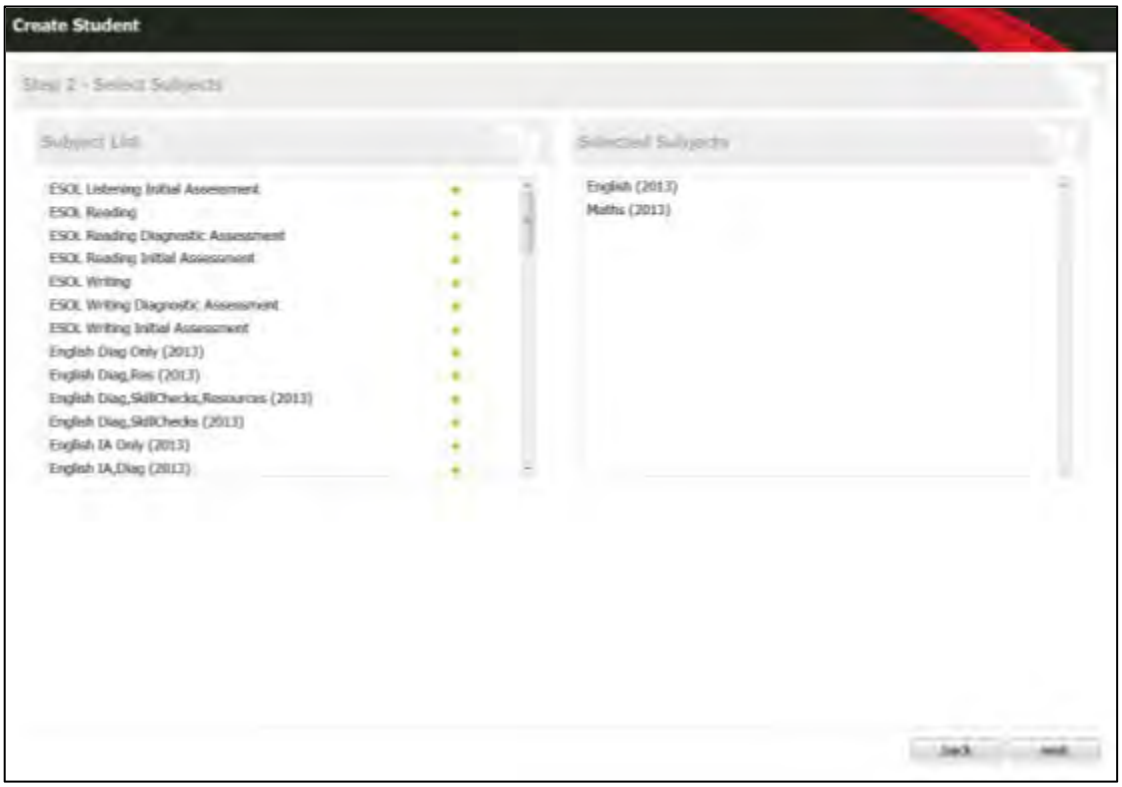
Click the next button to continue with the user account creation.

Step 2 (of the Add Learner process) – Select Subjects

Having entered the learner's details and selected the '**Next**' button, step 2 of the process (**Select Subjects**) is displayed.

You are now presented with a screen spilt into two halves; the right-hand panel ('**Selected Subjects**') shows the **DEFAULT** courses assigned to all students, whereas in

the left-hand panel ('**Subject List**') are displayed all of the software you license (**including all variations**) of the software.

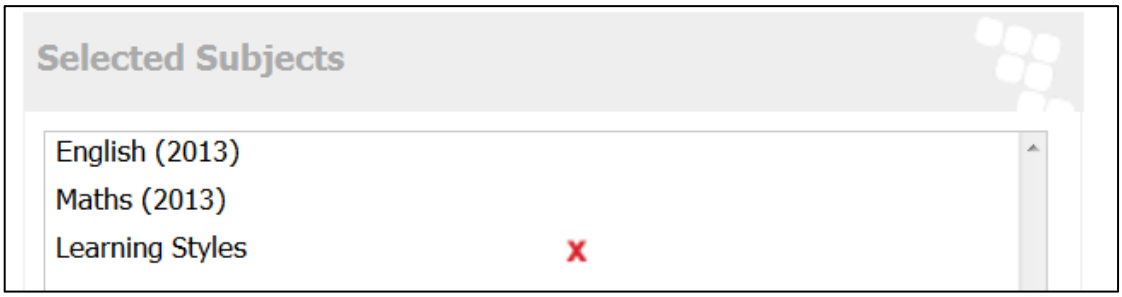


The DEFAULT subjects/course is configured by the administrator and will apply to all new learners added to the system. However, should you wish to assign a completely different suite of subjects/courses, these can be modified by logging in as a tutor, searching for the learner and manually amending their account.

For more information, see Section C – Account Management.

If you are happy with the default course for this learner, then select the '**next**' button in the lower-right corner of the screen. If, however, you wish to add another subject to a particular learner's course, simply scroll through the available subjects (in the left-hand panel) until you reach the subject you are looking for.

Next, click on the green **+** symbol adjacent to the subject; the subject will be moved over to the right-hand panel and will now appear on the learner's homepage when they next log in. If you add a subject in error, simply click on the red **X** symbol to remove that subject and it will return back to the left-hand panel.



Step 3 (of the Add Learner process) – Select Groups

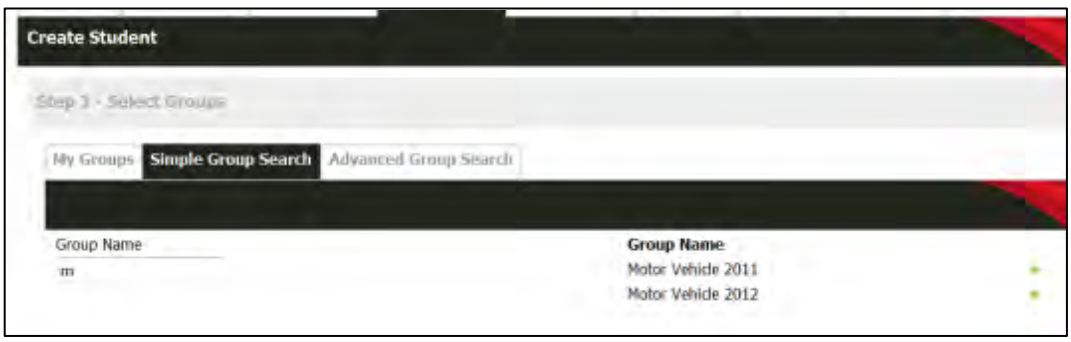
Once you have selected the '**next**' button in the lower-right corner of the screen, a new screen (Step 3 – '**Select Groups**') will be displayed.

***If at this point you have not created any groups, you may skip the next step and select the 'done' button in the bottom-left of the screen*.**

By default, the '**My Groups**' tab will be highlighted and any groups that were added to your '**My Groups**' (when the group was created) will automatically appear on the right of the screen.

If you do not have any groups assigned to your '**My Groups**', then no groups will appear. Therefore, select the '**Simple Group Search**' tab to reveal a search field called '**Group Name**'.

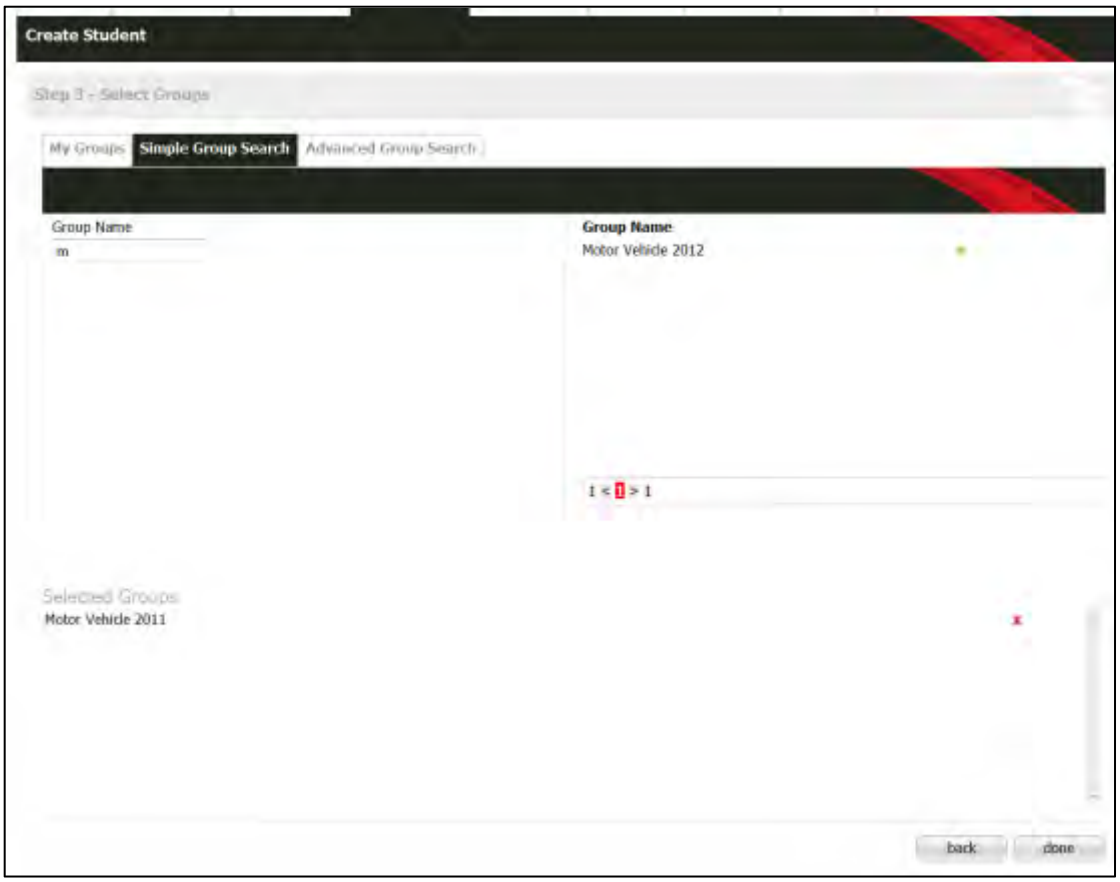
Type the name of the group into the search field. You will note that as you type, options that match your search criteria will appear. In the example below, I have only typed the letter '**m**' but the system has already identified all groups beginning with that letter. Typing more characters will narrow the search criteria further if necessary.



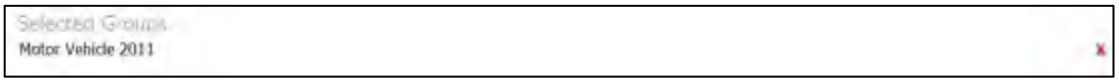
Note that when a large number of groups are displayed, it will only show a fraction of the total number. Hyperlinks (1, 2, 3, 4 etc.) will appear underneath the search results to provide access to the remaining groups not displayed.

Once you have the group(s) displayed, you will note that to the right of each group name is a green **+** symbol. To add a user to a specific group, click on the green **+** symbol and the group's name will be moved to the lower section of the screen called '**Selected Groups**'.

Below, you can see that the learner has been added to a group called 'Motor Vehicle 2012'.



If you make a mistake, simply click on the red **X** on the far right of the screen. The group will be removed and returned back to the list of available groups.



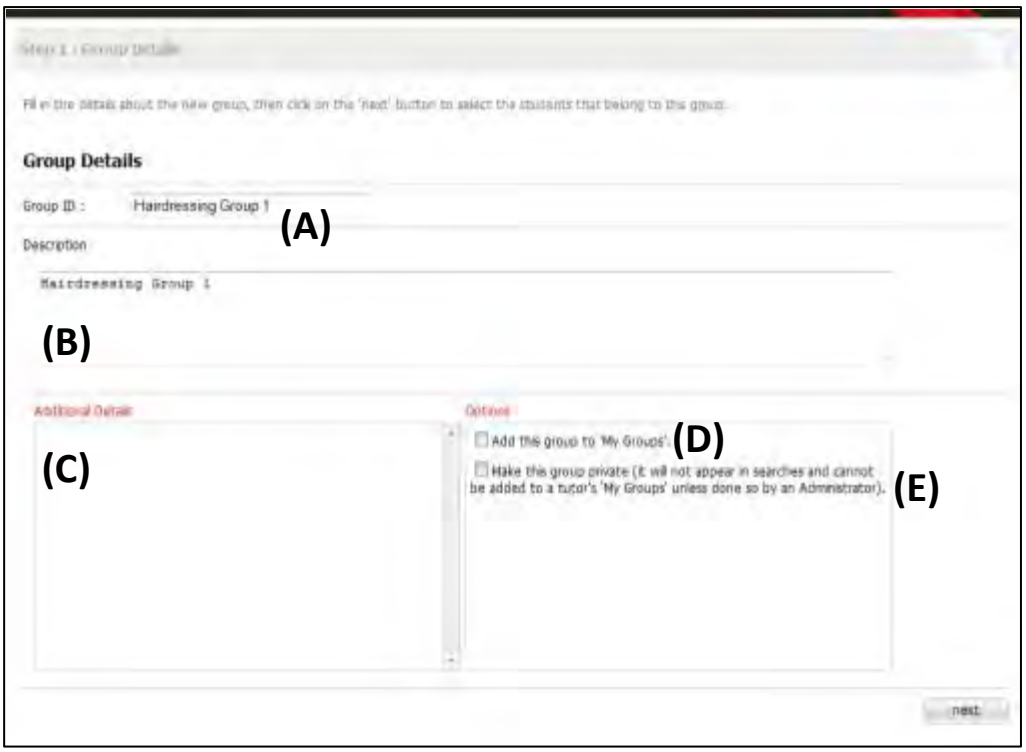
Once you have assigned the learner to a group(s), select the '**Done**' button and you will be returned back to the '**Add User**' screen. The learner's account is now created and they can be directed to log in.

Learners can belong to more than one group if necessary. Remember, when a learner is removed from a group, they are not lost but merely removed from that group. The learner still exists in the system and may (if assigned to another group) appear elsewhere in a different group.

Add Group Tab

Groups become an important feature when you need to run reports on groups of learners. **Therefore, before adding users (be they learners, tutors or administrators) into your account, think carefully about what you need to achieve in terms of learning outcomes and the production of records to show progress and distance travelled**.

IMPORTANT
Note that in this section, you are learning to add groups on an ***individual*** basis. *However, it is possible for administrators to add students (or other administrators/tutors) and groups **en masse** using the '**Mass Upload**' tab which is available only to those with administrator permissions*.



(A) **Group ID –** Type your group name here, using only alpha-numeric characters (A-Z; a-z; 0-9) and **ensure that group names do not exceed 50 characters in length**. **Do not use apostrophes, the ampersand (&) symbol or accents in group names (e.g. 'Ian's Group' or 'C&G Hairdressing') as this will cause problems when you try to run reports.** In order to create a group, you only need to complete this field and then you may skip the other parts of the form if not required and click the '**next**' button in the lower-right corner.

(B) **Description –** If necessary, type a description of your group here.

(C) **Additional Details –** In this section, you may see additional fields. Although it is not compulsory for these fields to be completed, these will have been created

in order to capture additional user information which may make administration of your account easier. These extra fields are '**Tags**', created by the administrator. If a tag field exists, your administrator will be able to advise you regarding information to enter into this field.

(D) **Add this Group to 'My Groups' –** My Groups are similar in concept to the favourites in your Internet web browser. If you have responsibility for a number of groups, it is very easy to add any group to your personal '**My groups**', then, when running reports, it is very easy for you to locate and run reports on those groups of most interest to you.

> ***Before discussing the tick box titled 'Make this Group private', I will continue with the process of creating a group and adding learners to the group.***

After adding a group name and possibly adding a description and selecting the '**My Groups**' tick box, click on the '**next**' button in the lower-right of the screen. In the next screen, you are now asked to select a learner(s) to add to this newly created group.

> ***If you have NO students currently in the system, or wish to add students later, simply skip the remainder of this section by selecting the 'Done' button in the lower-right of the screen. Alternatively, if you wish to now add students, continue reading below.***

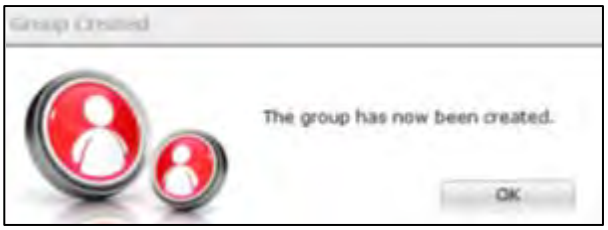
Adding Learners to a Group

The group is now ready to accept learners. If you wish to add a learner(s), simply search for the learner using their **Username**, **First** or **Last Name**.

As you type, you will notice the lower-right pane changes to reflect the learners found in the search. To quickly show all learners, click in a field such as 'User ID' and press enter on your keyboard.

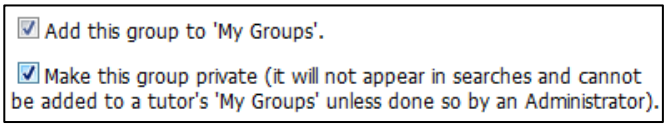
Once the learner has been identified, select the green **+** symbol to the right of the learner's details and they will be removed from the bottom-left pane to the upper pane, ready to be added to the group.

If you make a mistake, simply click on the red **x** symbol to remove the learner from the upper-pane and return them back to the lower-right pane. Repeat this procedure for all learners you wish to add to the group and then select the '**Done**' button in the bottom-right of the screen and a dialogue box will appear confirming the group creation.

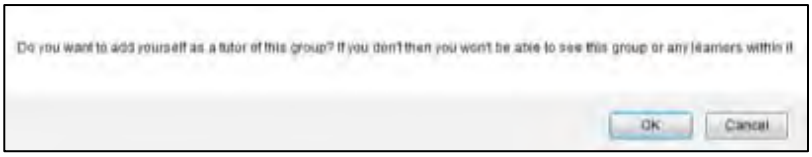


(E) **Make this Group private –** Under normal circumstances, when creating groups, you should leave them open to all tutors in case they need access to the learner data or for running reports. However, there may be occasions where you might need to keep certain learner results private, for example, you may work with ex-offenders and wish to maintain higher than normal levels of security; you may be assessing your own tutors as part of a plan to up-skill them and hence wish to ensure that tutors cannot see other tutors' results; or you may be assessing your workforce and wish to keep managerial staff results private. In these instances, by selecting the checkbox titled '**Make this Group Private**', the system restricts access to the group to:

- **You**
- **ALL administrators, and**
- **Any tutors who are given permissions by the administrator to also view the private group.**


Add this group to 'My Groups'.
Make this group private (it will not appear in searches and cannot be added to a tutor's 'My Groups' unless done so by an Administrator).

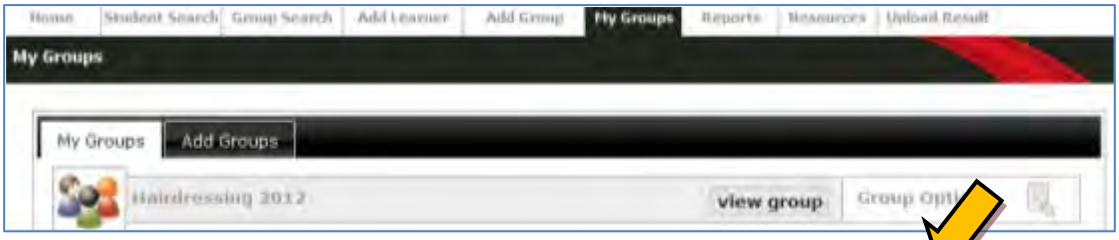
If you select the tick the check box '**Make this group private…**', a warning box will pop-up to alert you that unless you also add the group to your '**My Groups**', you will not be able to access the private group. Selecting the 'OK' button will automatically enable the check box '**Add this group to My Groups'**.



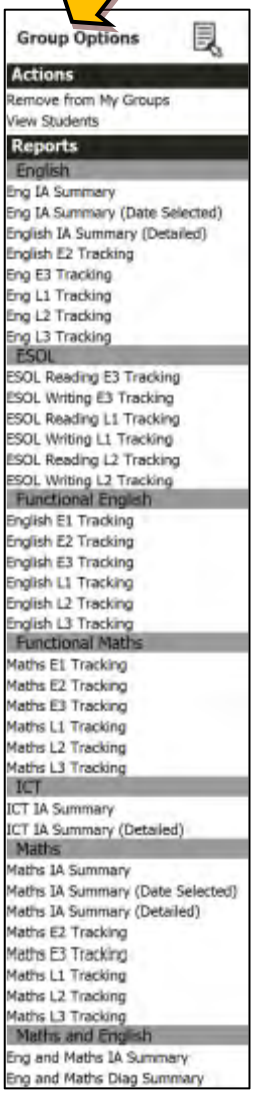
My Groups Tab

The '**My Groups**' tab provides the facility to assign a group to a 'favourites' list, much in the same way as assigning a favourite website in your web browser. By adding a group or multiple groups to your '**My Groups**', you can create a quick and easy way to learner data which you need to access on a regular basis.

After selecting the '**My Groups**' tab, the screen will default to the 'View Groups' view and display any groups assigned to you already, perhaps by an administrator.



Adjacent to each group is a '**Group Options**' link. Selecting this link will reveal a drop-down list of options, divided into 'Actions' and 'Reports'. The reports available are a reflection of the reports available through the '**Reports**' tab at the top of the screen and as such, are discussed in greater detail in the section of the user guide called 'Section E – bksb LIVE Reporting'.



- **Remove from My Groups**
  As its name suggests, selecting this hyperlink will remove the group from your 'My Groups'. *Note that should you inadvertently remove the wrong group, simply select the main '**Group Search**' tab at the top of the screen, search for the group and re-add them to your 'My Groups'.*

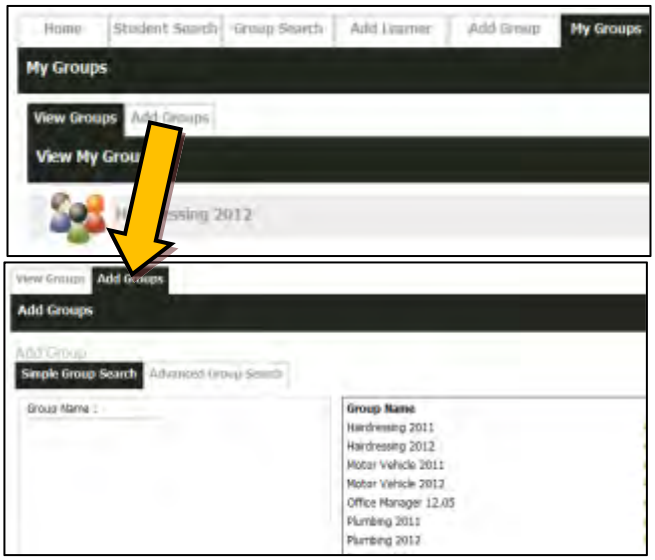
- **View Students**
  Selecting the link 'View Students' reveals a screen which is a reflection of one also found under the '**Group Search'** tab. From this screen you can:

  1. review all members of that group;
  2. view a learner's 'Details' page;
  3. remove a learner from the group;
  4. add additional members to the group;
  5. synchronise group data with your MIS system;
  6. manage a group;
  7. edit a group.

Note that if some of the aforementioned options appear inactive, access will have been disabled by your administrator. All of the above options have already been covered in this guide under the '**Group Search'** tab. Please therefore refer to this section for more detailed information about the features available.

Add Groups

As explained previously, after selecting the '**My Groups**' tab, by default you are taken to the 'View Groups' section. Also visible is a white tab called '**Add Groups**'. Selecting the tab will reveal two search options; '**Simple Group Search**' and '**Advanced Group Search**'.



Add a group using 'Simple Group Search'

To add an extra group to your 'My Groups' using the 'Simple Group Search' option, search for the group name (using the 'Group Name' field). To view all groups, click the cursor into the search box and press enter on your keyboard. Once you have located the group, select the green **+** symbol next to your chosen group and after a brief moment, the group will disappear from the list, indicating it has now been added to your 'My Groups'.

Add a group using 'Advanced Group Search'

You can also add a group to your 'My Groups' using the 'Advanced Group Search' option to search for any groups that have been assigned with a group 'tag'.

In the example opposite, bksbLIVE has been used as a recruitment tool and a tag has been created called 'Vacancies'. A number of options have been set in this tag to enable the facility to search for groups with that tag (such as 'Office' for office-related vacancies and 'Factory' for factory-related vacancies). Continuing the example, searching for the word 'office' has revealed a single group called 'Office Manager 12.05' (this is a group created in response to replies to an office job advertisement). All respondents were added to that group and subsequently assessed using bksbLIVE.

To search, **you must type the full search criteria into the field** and then select the '**Search**' button. **If the search criterion is more than one word or phrase, you must type in and search for the exact words as originally defined.**

Once you have located the group, select the green **+** symbol next to your chosen group and after a brief moment, the group will disappear from the list, indicating it has now been added to your '**My Groups**'.

Reports Tab

The reports tab and the underlying powerful reporting features of bksbLIVE are not discussed in this guide as a separate, more comprehensive guide is available.
See **Section E - bksbLIVE Reporting**.

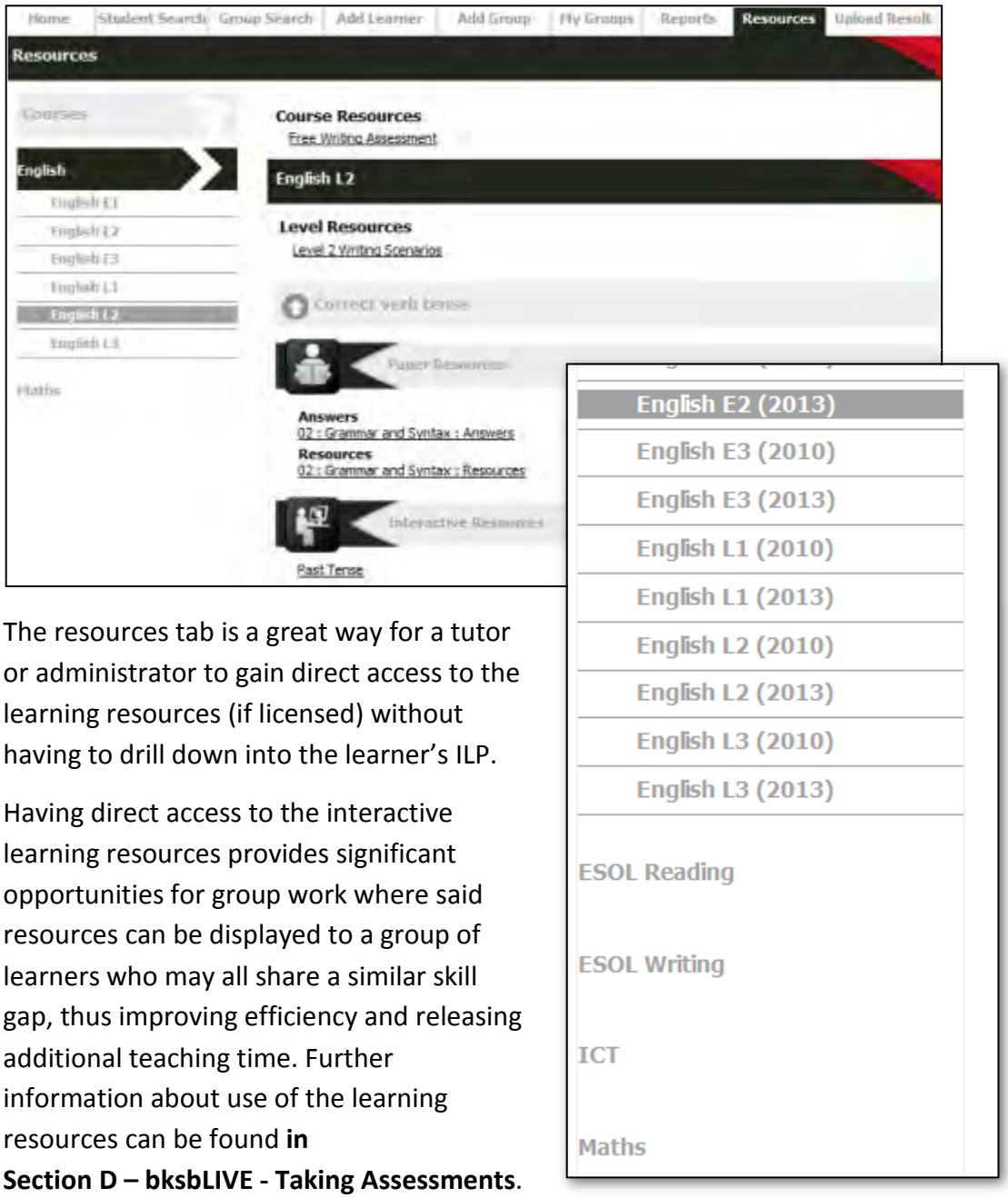
Resources Tab

If you license the English/maths interactive learning resources, the Interactive Functional Skills Scenarios or perhaps the ICT paper-based learning resources, these resources (and any paper-based alternatives) are available via the '**Resources**' Tab.

Note that the paper-based initial/diagnostic assessments are not available via the online system but can be supplied electronically on request if you hold a current licence for that product.

The following materials are also not available in paper-based format:

- **Skill Checks (or answers)**
- **PLTS Assessment (Personal Learning & Thinking Skills)**
- **ICT Initial Assessment (or answers)**
- **ESOL Initial/Diagnostic Assessments (or answers)**
- **Learning Styles**



The resources tab is a great way for a tutor or administrator to gain direct access to the learning resources (if licensed) without having to drill down into the learner's ILP.

Having direct access to the interactive learning resources provides significant opportunities for group work where said resources can be displayed to a group of learners who may all share a similar skill gap, thus improving efficiency and releasing additional teaching time. Further information about use of the learning resources can be found **in Section D – bksbLIVE - Taking Assessments**.

English/Maths Resources

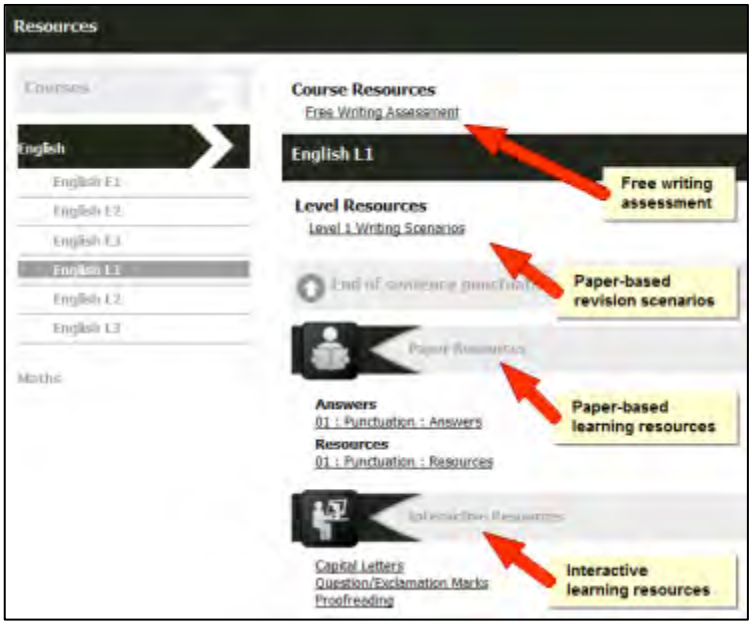
The following interactive and/or paper-based (PDF) resources are available via the '**Resources**' tab in bksbLIVE (if licensed).

	INTERACTIVE Learning Resources*		PAPER-BASED Learning Resources*		PAPER-BASED ENGLISH Free Writing Assessment*	PAPER-BASED ENGLISH/MATHS Functional Skills Scenarios"
	2010 Courses	2013 Courses	2010 Courses	2013 Courses		
Entry 1	✗	✗	✓	✓	✓	✗
Entry 2	✓	✓	✓	✓	✓	✗
Entry 3	✓	✓	✓	✓	✓	✗
Level 1	✓	✓	✓	✓	✓	✓
Level 2	✓	✓	✓	✓	✓	✓
Level 3	✗	✗	✓	✓	✓	✗

- *If a suite of resources has a name of (for example) **English L1 (2010),** these resources correspond to courses or modules within bksbLIVE that have the naming convention of '**English**' or '**Maths**' (without a year signifier).*
- *If a suite of resources has a name of (for example) **English L1 (2013),** these resources correspond to courses or modules within bksbLIVE that also end in '**(2013)**'. **2013 subjects/courses are the latest available.***
- **RULE OF THUMB**
  If you are a NEW subscriber to bksbLIVE and HAVE NOT migrated data from a previous bksb online or server-based account, your learners will only be subscribed to English/maths (2013) subjects/courses and hence you should only refer to the corresponding (2013) resources.
  ***if licensed.**

Accessing the resources

Upon selecting the '**Resources**' tab, a list of 'courses' are shown down the left of the screen (dependent on the software you license).



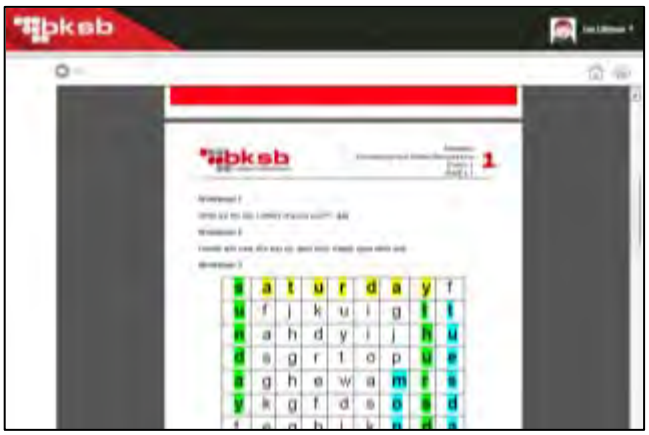
Selecting a course in the left-hand menu updates the centre screen to display the corresponding suite of learning resources. In the example above,' **English L1 (2013)'** is selected. The screen updates to show the relevant resources available, starting with the '**Free Writing Assessment**' (at the top of the screen). Below this are shown links to the corresponding **'Paper-based Resources'** (revision scenarios, workbooks and answers) and below this, the links to the 'I**nteractive on-screen Resources**.

Note that the paper-based revision scenarios are only available for L1/L 2.

To launch the **interactive** resources, select a link and the resource will load.

To open the **paper-based** resources, select a link and the file will start to download after which it will load in your web browser. *Note that some files may be quite large so ensure you allow sufficient time for the file to download before contacting bksb support for assistance.* A scroll bar will appear if the file contains multiple pages to enable access to other pages within the document.

Once selected, a paper-based resource should open within a window in your browser as per the screenshot below. If nothing loads, you may need to consult your IT manager as the downloading of Adobe Acrobat PDF files may be blocked by your systems administrator.



Printing the paper-based resources

To print a PDF which has loaded onto the screen; if the options toolbar does not appear, the following workarounds should enable the '**Print**' dialog box.

- **Internet Explorer**
  Click on the PDF document, then select Ctrl+P, or right-click with the mouse and choose the option to 'Print'.

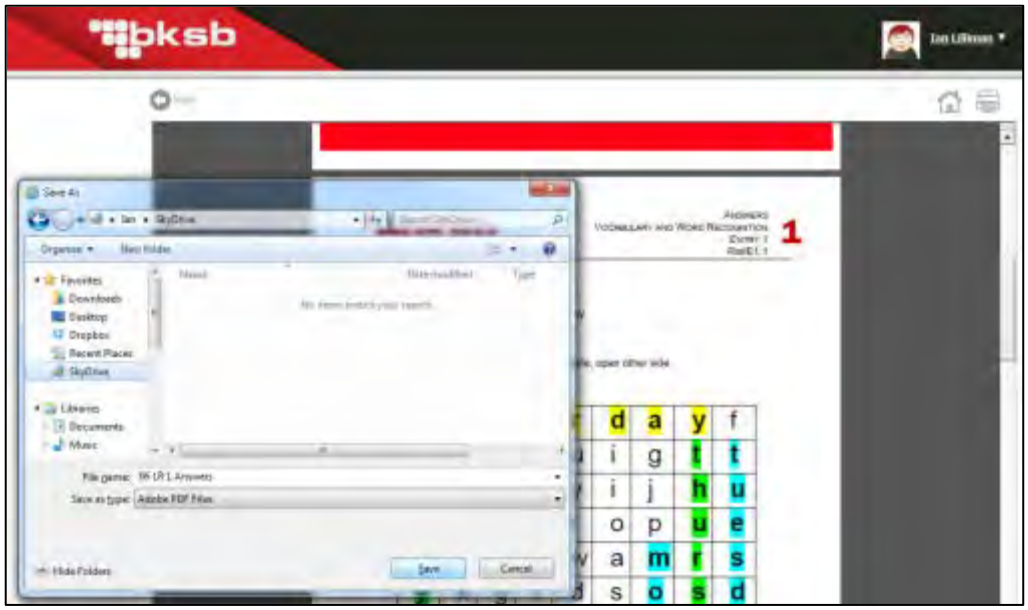
- **Google Chrome**
  Click on the PDF document, then select Ctrl+P, or right-click with the mouse and choose the option '**Print…**'.

- **Mozilla Firefox**
  Click on the PDF document, then select Ctrl+Shift+P, or right-click with the mouse and choose the option '**Print**'

Saving the paper-based resources

To save a PDF which has loaded onto the screen; if the options toolbar does not appear, the following workarounds should enable the '**Save As**' dialog box.

- **Internet Explorer**
  Click on the PDF document, then select Ctrl+Shift+S



- **Google Chrome**
  Right-click with the mouse and choose the option '**Save as…**'.

- **Mozilla Firefox**
  Click on the PDF document, then select Ctrl+Shift+S.

Upload Result Tab

The '**Upload Result**' tab permits anyone with tutor access to upload an assessment result created by a standalone version of the bksb assessments. These include:

- Initial Assessment (2013)
- Diagnostic Assessment (2013)
- ICT Initial Assessment

IMPORTANT - UPDATE YOUR STANDALONE SOFTWARE FIRST!

Ensure your Initial/Diagnostic software is compatible.

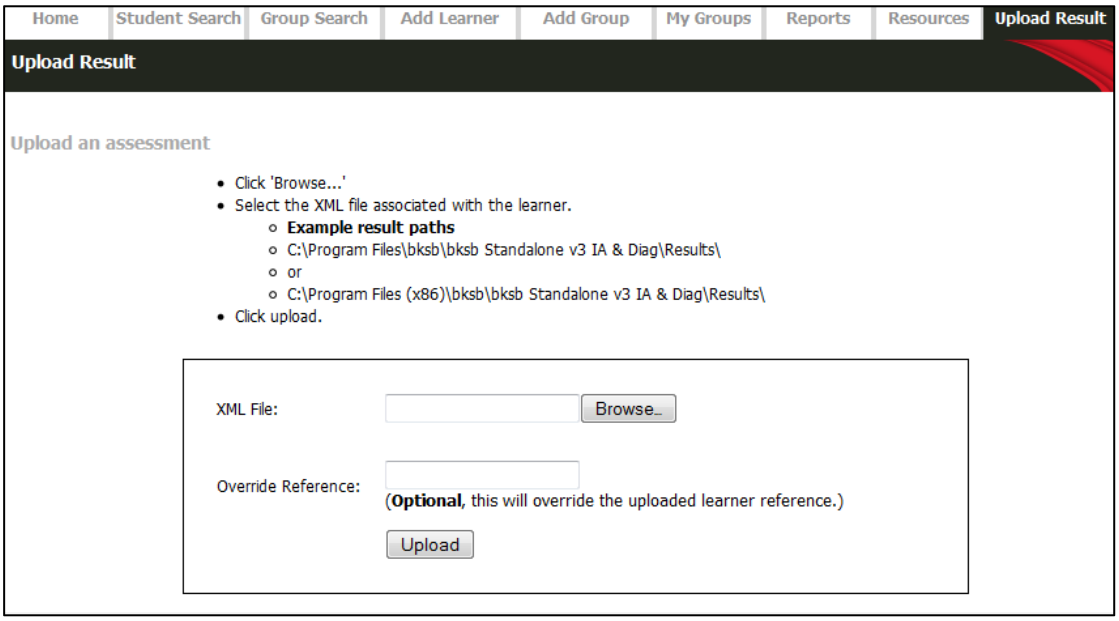
If you do not have the latest (2013) versions of the Initial & Diagnostic Assessments installed on your standalone PC or laptop, a download is available to bring your software up to date.

Please note that the update is available only to current licence holders and can only be applied to existing installations of the software.

Uploading an Assessment (Method 1)

Uploading a standalone assessment result is a relatively simple task but it is recommended you read through this process first to ensure you are familiar with the actions required if the learner details require overriding.

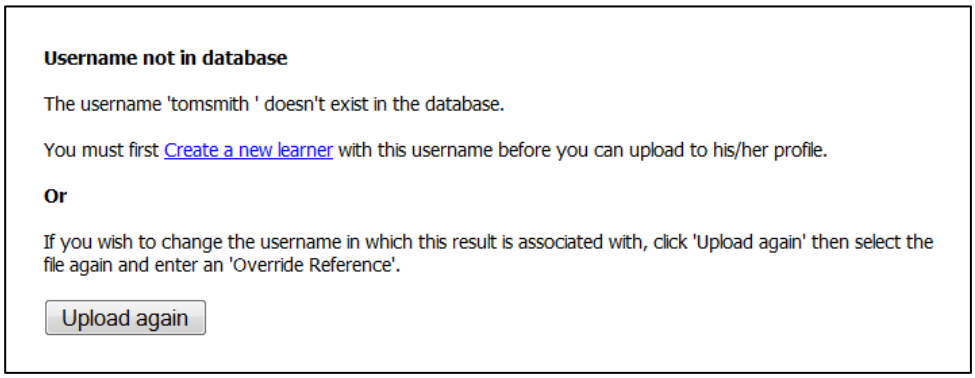
Upon selecting the '**Upload Result**' tab, you will be taken to the '**Upload an assessment**' interface. For your convenience, some basic instructions are displayed to guide you through the process.



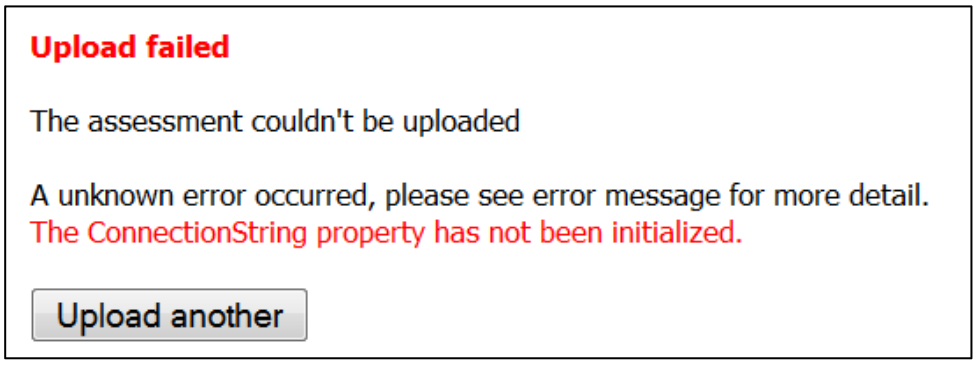
- **Step 1**
  Ensure an account exists within bksbLIVE before attempting to upload an assessment. Ideally, the account details (Username, First Name & Last name) should all match exactly. If the learner does not already exist, then go to the '**Add Learner**' tab to create the learner account.

IMPORTANT
If the learner already exists in bksbLIVE, but with a different USERNAME to the one used for the STANDALONE assessment, please refer to the instructions further in this section on how to merge the uploaded assessment to a different username.

Should you try to attempt to upload a standalone assessment to which there is no matching bksbLIVE account, the following message will be displayed.


Username not in database
The username 'tomsmith ' doesn't exist in the database.
You must first Create a new learner with this username before you can upload to his/her profile.
Or
If you wish to change the username in which this result is associated with, click 'Upload again' then select the file again and enter an 'Override Reference'.
Upload again

If for any reason you delay this process, your login to bksbLIVE may time out without you being aware that this has occurred. If this is the case, you may encounter an error message when attempting to upload an assessment. Simply exit bksbLIVE and log-back in again to continue.

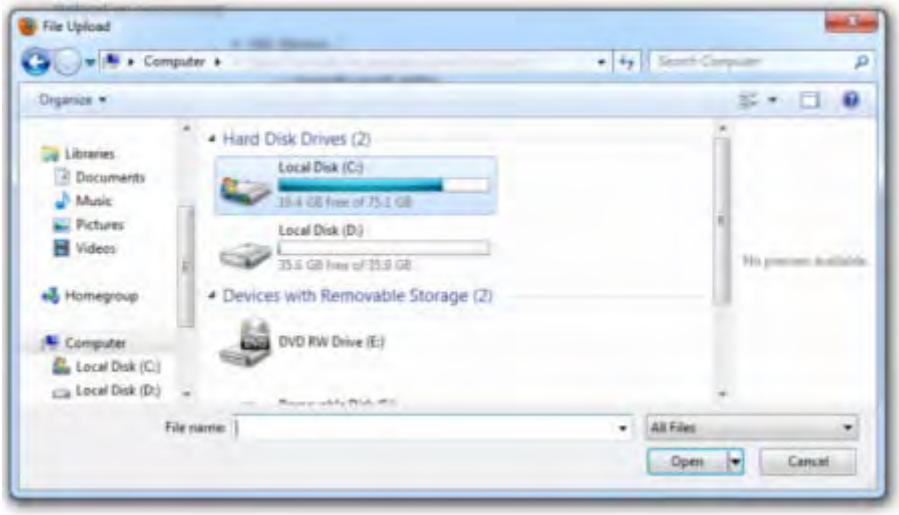

Upload failed
The assessment couldn't be uploaded
A unknown error occurred, please see error message for more detail.
The ConnectionString property has not been initialized.
Upload another

- **Step 2**
  You now need to search for and select the correct file to upload. The file you are looking for will end with the file extension of '**.xml**'.

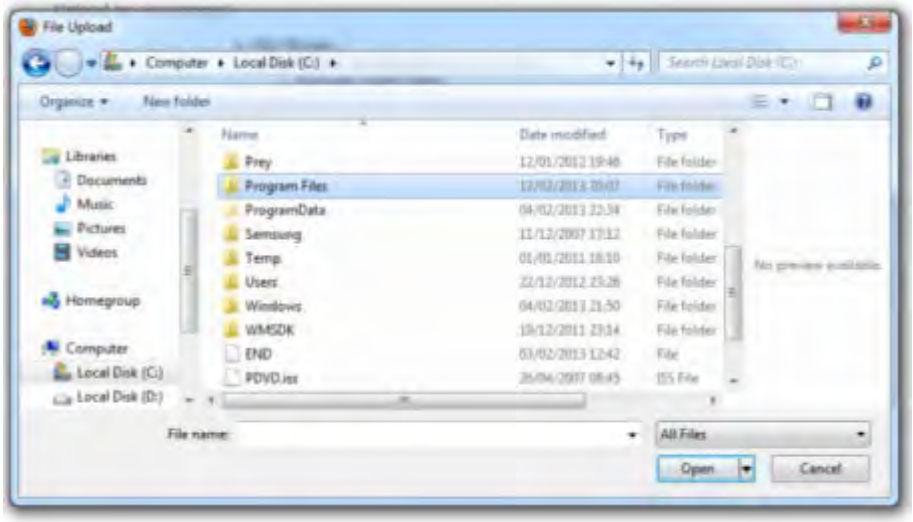
  Select the '**Browse**' button. Now you must locate the file you wish to upload. The file will be stored in either

  - ✓ **C:\Program Files\bksb\bksb Standalone v3 IA & Diag\Results\,**
  - ✓ **or C:\Program Files (x86)\bksb\bksb Standalone v3 IA & Diag\Results**

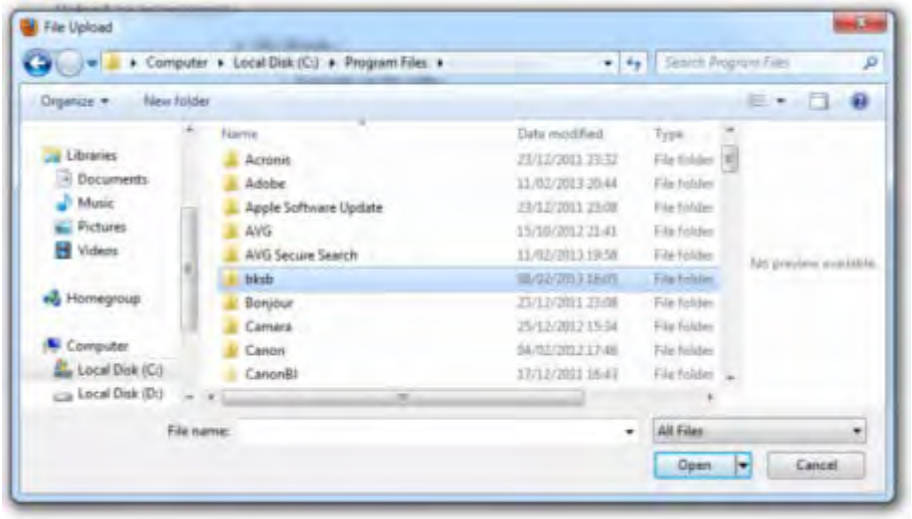
Select ‘C’ Drive.



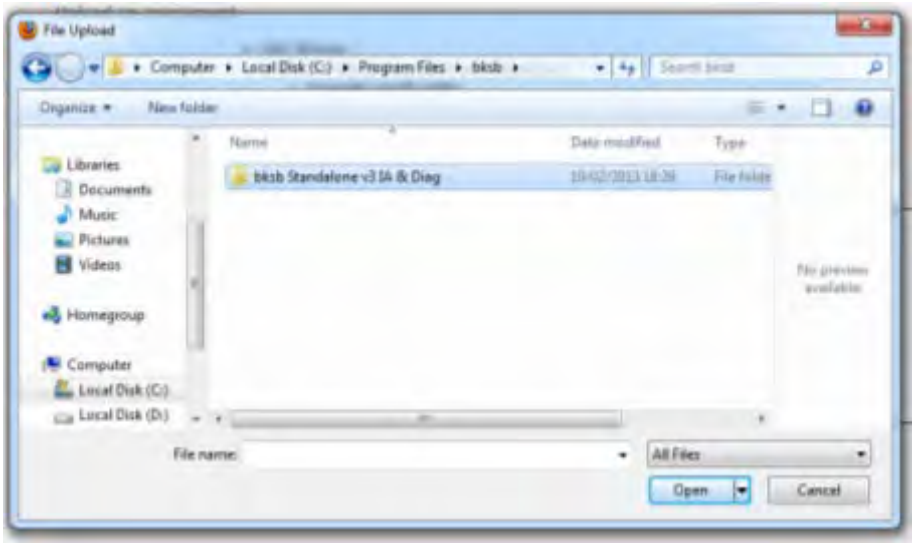
Select the folder called ‘Program Files’.



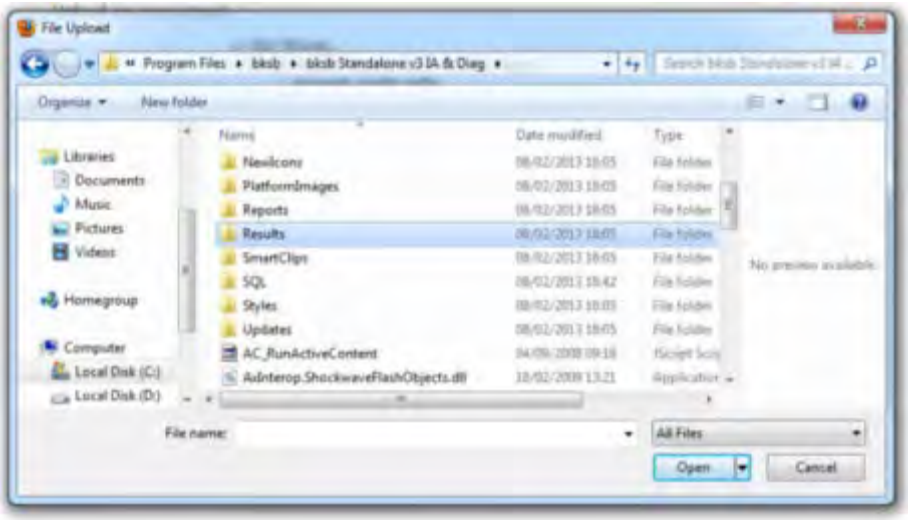
Select the folder called ‘bksb’.



Select the folder called 'bksb Standalone v3 IA & Diag'.

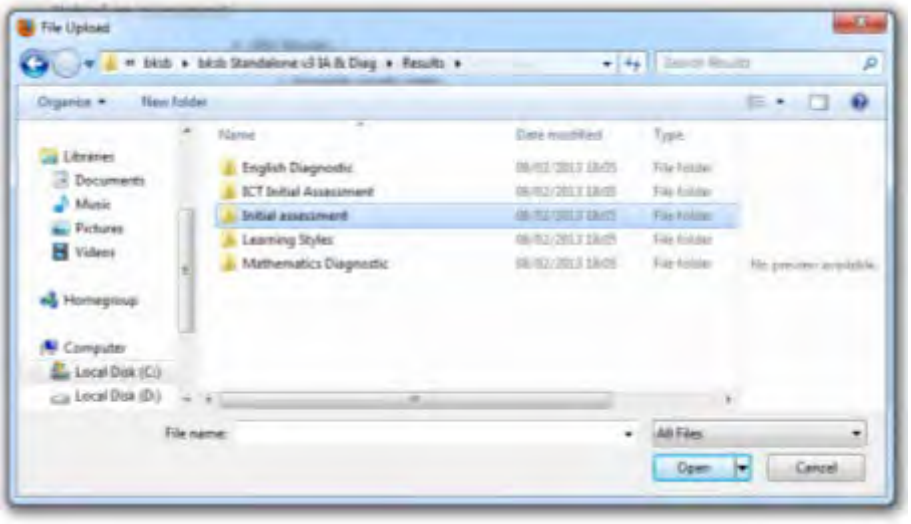


Select the folder called 'Results'.



Select the relevant folder.

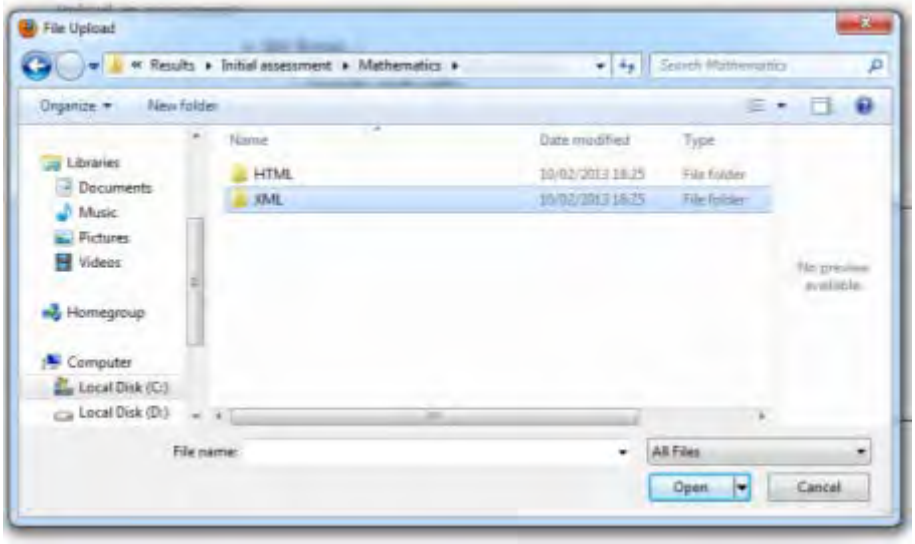
In this example, I am uploading an 'Initial assessment'.



Select the relevant subject folder.

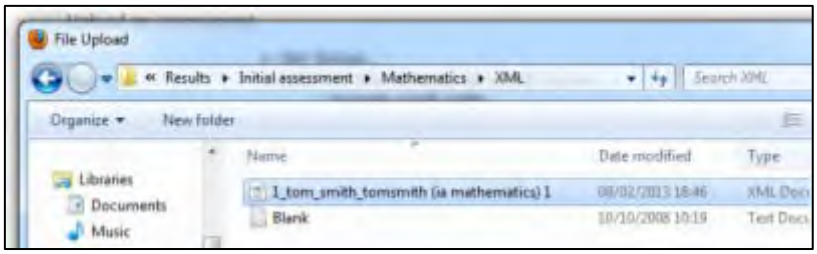
*In this example, I am uploading a **MATHS** Initial Assessment'.*

Select the XML folder.

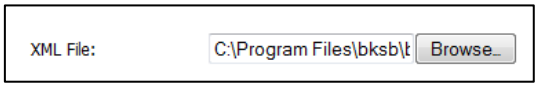


Select the file.

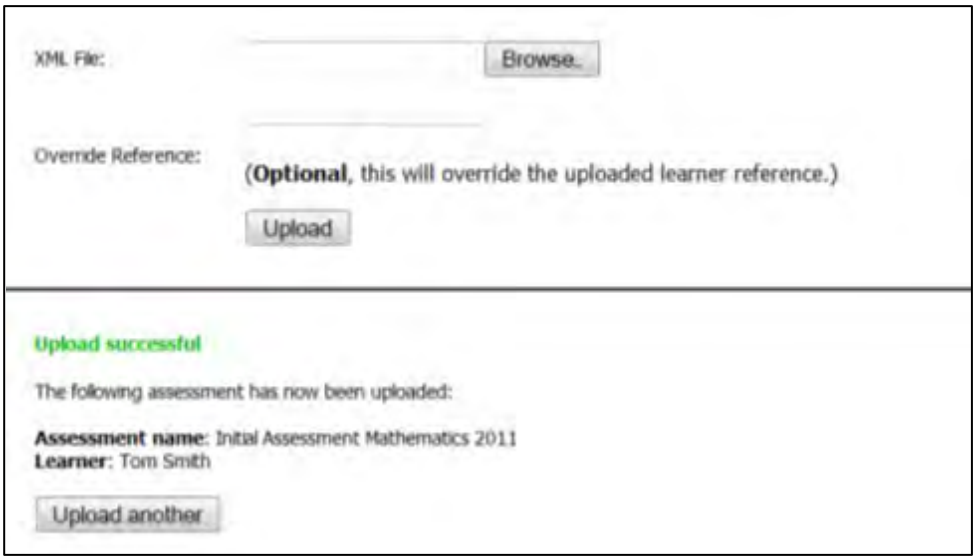
In this example, I am uploading an Initial Assessment taken on 8th February 2013 by someone whose username was 'tomsmith'.



Once you are happy with your selection, select the '**Open**' button. You will be returned to the '**Upload Result**' screen and the field will now be populated with the file address selected.



- **Step 3**
  Select the '**Upload**' button. The file will be uploaded and a dialog box will appear to indicate the upload was successful.



The uploaded Initial Assessment results will now appear in the learner's **All Achievements**' panel and, should they have access to the diagnostic assessment software, they will be assigned a corresponding level of diagnostic (unless overridden by a tutor or administrator to a different level).

Uploading an Assessment (Method 2 - where username/reference differs)
Imagine the scenario where a learner already exists in bksbLIVE under the log-in details of Username: **ts101292**; First name: **Tom**; Last name: **Smith**. Now imagine the same learner has taken an English Initial Assessment 'offline' on a laptop using the standalone version of the bksb Initial Assessment, but under the log-in details of Username: **tsmith101292**; First name: **Thomas**; Last name: **Smith**.

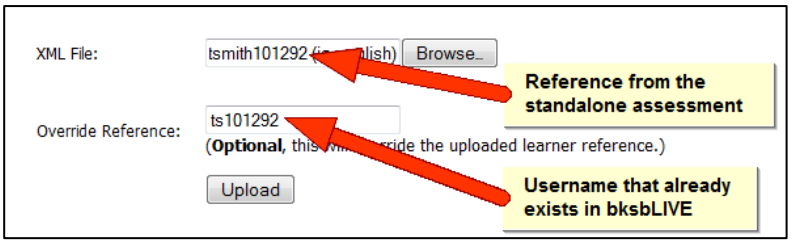
Wouldn't it be great if you could override the username so that it was possible to upload the result of 'tsmith101292' and assign it to the existing bksbLIVE log-in and results for 'ts101292'? Well you can using the **'Override Reference**' feature.

Note that the terms 'Username' and 'Reference' are one and the same; the unique identifier for each individual learner, admin or tutor be they in your bksbLIVE account or on your standalone installation.

Continuing with our scenario, we already know that a user exists in bksbLIVE with the username of **ts101292** but that same learner has also taken another 'offline' assessment under the 'Reference' of **tsmith101292**. Therefore we need to search for

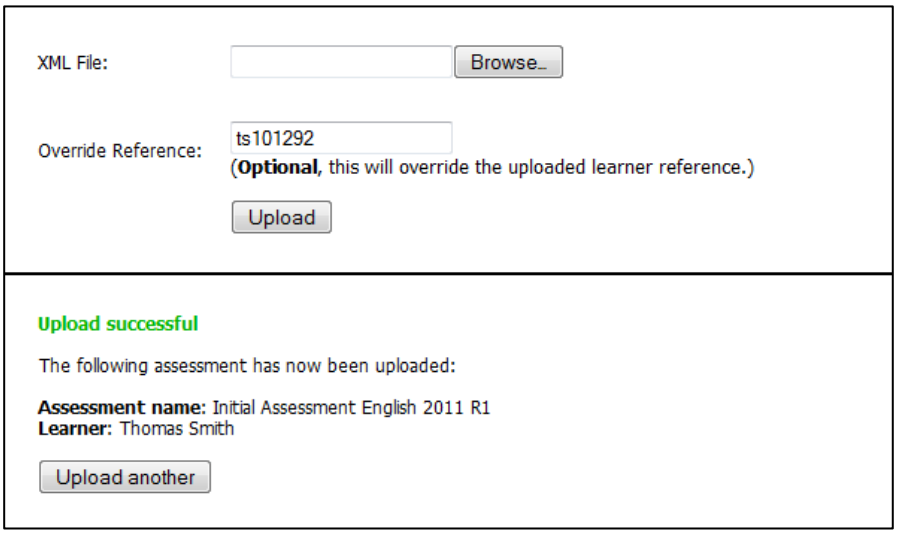
the relevant offline result and override the reference prior to upload.

- **Step 1**
  Search for the relevant .xml to upload from the standalone installation.

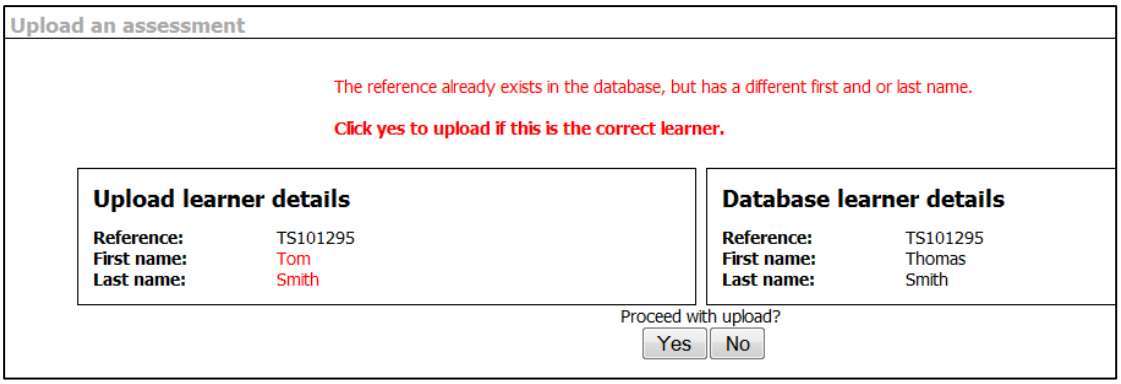


- **Step 2**
  In the '**Override Reference'** field, enter the username applicable to the **IDENTICAL** learner in bksbLIVE.

- **Step 3**
  Select the '**Upload**' button. The result will be uploaded to the username typed into the '**override reference**' field.



If, for any reason, you attempt to upload a result where the '**Reference**' and the corresponding bksbLIVE '**Username**' are the same but the first/last names differ, a warning dialog box will be displayed to alert you to this.


Upload an assessment
The reference already exists in the database, but has a different first and or last name.
Click yes to upload if this is the correct learner.
Upload learner details
Reference: TS101295
First name: Tom
Last name: Smith
Database learner details
Reference: TS101295
First name: Thomas
Last name: Smith
Proceed with upload?
Yes
No

If happy to proceed, select the '**Yes**' button or the '**No**' button to cancel the upload.

Notes

Notes

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